

KFC is hiring

Restaurant General Manager

As a Restaurant General Manager (RGM) for KFC you are the Number One Leader in our business. You are supported by a team who has the same enthusiasm, drive, and commitment to ensuring your restaurant achieves the highest standards so to deliver continued growth. Through this opportunity you will ensure you develop and communicate a breakthrough strategy which delivers outstanding business results but also creates an environment of recognition and fun. You will successfully lead the management of all aspects of your KFC restaurant through coaching, developing, motivating, and engaging your team and creating a culture to be proud of.



Responsibilities & Requirements

- Leads and oversees the management of all business aspects of the KFC restaurant;
- Develops a strategy to increase the profitability of sales in the restaurant,
- Manages customer complaints in accordance with company policy,
- Training, development, motivation and engagement of all employees in the restaurant;
- Recruiting, selecting and training employees to ensure restaurant's staffing needs are attained in a timely/cost-efficient manner
- Provide input on training needs and effectiveness, monitoring training processes to ensure quality training follow up and reinforcement
- Conduct performance evaluation and use effectively the disciplinary procedures
- Identify and implement motivational programs / incentives for Restaurant Teams
- Practice effective employee relations and effectively resolve employee concerns
- Ensure that required audits and controls are in place and in compliance with all health and safety laws and KFC HR policies

Fundamental Skills

- Excellent written and communication skills in Macedonian, English and Albanian is preferred
- Strong analytical/investigative and problem solving skills
- Ability to build and lead cross-functional/cross-regional teams
- Proactively identifies ways to improve product and processes that impact quality and business goals
- Ability to communicate well using all available tools
- Ability to create tactical solutions for strategic imperatives
- Process mapping, process flow, and capability assessment skills

Education & Experience

- Bachelor's in business or related field
- Minimum of 2 years of experience in relevant field is preferred

What we offer

A career with KFC offers much more than just fantastic earning potential. You'll receive comprehensive training and excellent opportunities to grow your career. Not only that we encourage our teams to have fun together too so expect some social nights out and team pots that can be spent on social events throughout the year.

- Competitive salary
- Quarterly, performance-related bonus
- 20% staff discount

How to apply?

Please send your CV and other relevant documents to jobs@kfc-mk.com, with subject "Restaurant General Manager".
Closing date for submitting application is 31/07/2024

