



Restaurant General Manager Job Description

The NuWray Hotel

The Restaurant General Manager reports directly to the Hotel Manager and oversees all front of house operations across the NuWray Hotel food and beverage outlets, including the Old Ray restaurant, Roland's Bar, Carriage House Sundries, the Washroom, and all banquets & catering operations. The role is responsible for delivering exceptional guest experiences, driving revenue and profitability, and ensuring seamless coordination between front and back of house teams.

Primary responsibilities include leadership and management of all FOH staff, scheduling and labor control, inventory and vendor management, financial performance tracking, and maintaining high standards of service, cleanliness, and operational efficiency across all outlets.

The Restaurant General Manager plays a critical role in shaping guest experiences, maintaining proper standards, and supporting special events and catering functions.

Responsibilities include (but are not limited to):

- Recruiting, hiring, training, scheduling, and managing all front of house staff across multiple outlets
- Overseeing shift operations to ensure proper staffing levels, efficient service, and adherence to labor budgets
- Managing payroll, labor costs, and scheduling to meet financial targets
- Maintaining front of house supply inventory, ordering, receiving, and stocking supplies as needed
- Establishing and maintaining relationships with vendors and suppliers
- Monitoring and achieving cost and revenue goals across all restaurant and bar operations
- Tracking sales data and performance metrics to inform decision-making and improve profitability
- Managing cash handling procedures, registers, deposits, and financial accountability
- Collaborating with the Chef and culinary team on menu development, updates, and pricing strategies
- Creating and maintaining printed menus, specials boards, and display materials
- Ensuring exceptional customer service standards are consistently met across all outlets
- Responding to guest feedback, reviews, and complaints promptly and professionally to ensure satisfaction

- Building strong communication and working relationships between front of house and back of house teams
- Establishing, implementing, and enforcing policies, procedures, and service standards
- Maintaining cleanliness, organization, and safety standards throughout all restaurant spaces
- Ensuring facilities, equipment, and physical appearance meet brand expectations
- Assisting with the planning, promotion, staffing, and execution of events, banquets, and catering services
- Supporting day-to-day operations across all locations as needed

Qualifications:

- Proven experience as a Restaurant General Manager, Operations Manager, or similar leadership role in the hospitality industry
- Strong leadership and team management skills with the ability to motivate and develop staff
- Excellent communication and interpersonal skills, both written and verbal
- Demonstrated proficiency in restaurant management software and point-of-sale (POS) systems
- Experience with beverage program management, including wine pricing and inventory control
- Strong understanding of financial management, including budgeting, cost controls, and profit margins
- Knowledge of food safety regulations and health codes; ServSafe certification preferred
- Wine and liquor knowledge strongly preferred
- Ability to conduct staff training programs and maintain operational standards
- Strong problem-solving and decision-making skills
- Self-motivated, organized, and able to work independently
- Customer-focused mindset and commitment to excellent service
- Adaptability and flexibility to work in a fast-paced environment
- Ability to work evenings, weekends, and holidays as needed

Physical Requirements:

- Ability to stand and walk for extended periods (up to 8 hours or more)
- Ability to lift and carry up to 40 pounds occasionally
- Ability to navigate stairs and multiple service areas as needed
- Must be able to communicate clearly and effectively in a fast-paced environment

Compensation:

Competitive salary commensurate with experience, potential for benefits as the company grows

To Apply:

Please send a cover letter and resume (including references) to jobs@nuwray.com. Qualified candidates will be contacted for an interview, and the position will remain open until filled.

About the NuWray:

The NuWray Hotel is North Carolina's oldest continuously operating hotel and restaurant, and its unique version of southern hospitality has earned it a long-standing national reputation. The hotel has undergone a full-scale restoration over the past four years, and reopened in 2024 with 27 rooms and a full-service restaurant, including indoor and outdoor seating, multiple bars, and a secondary restaurant & retail shop in the Carriage House building just behind the main hotel. With its grand reopening, the NuWray can take its place once again as the Grande Dame of Burnsville, nestled in the heart of the WNC mountains.