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RESTAURANT MANAGER

TGI FRIDAYS & SUBWAY

This two restaurants have American roots but are growing globally and are constantly on the rise . Alan Stillman opened the first TGI Fridays restaurant in 1965, in New York ,TGI Fridays is an American restaurant chain that focuses primarily on American cuisine and casual tables. The founder of the restaurant said the name was for "Thank Goodness it's Friday" and Subway is an American franchise of multinational fast food restaurants that specializes in submarine sandwiches, wraps, salads and drinks Subway, was founded by Fred DeLuca and financed by Peter Buck in 1965 as Pete's Super Submarines in Bridgeport, Connecticut.

The duties of a TGI Fridays restaurant manager and Subway restaurant manager are usually a complex set of tasks that require special experience and organizational skills to be performed. These tasks include:

- team coordination during working hours,
- resolving emergency or crisis situations,
- food quality control,
- supervision of the technical condition of the premises,
- management of financial resources,
- monitoring of stocks,
- monitoring trends and activities of competitors,
- modeling of selling prices in accordance with market trends,
- to deal with guests or customers.

Although their duties are similar they also differ, the TGI Fridays manager also takes care of the comfort of the customer not only of his food while the Subway manager focuses on the taste and quality of the food and how fast they served their food.

A TGI Fridays restaurant manager, in addition to running a restaurant, must properly represent the unit. Being responsible for creating the image of the restaurant, he must always pay attention to his behavior and appearance, but also to his attitude and an atmosphere suitable for the customers so he will encourage the guests to come again and recommend the restaurant to friends, while the Subway manager has no direct contact with the customer and its capacity for development lies in the quality and taste of the food.

The advantage of a TGI Fridays restaurant manager is that restaurant management also involves a close relationship with customers the goal of the manager is to attract new customers and to retain the existing ones, the simple fact that you can call by name the customer makes him feel in a family and will make him return to that restaurant.

Another aspect in which the attributions of these two types of restaurant manager differ is the space in which they operate. If at the TGI Fridays restaurant the space is much larger and a well-defined capacity you would say that it is much easier for them, it is not so because the needs of the customers are different and much more complex, the diversity of the menu and the number of a group that enters that restaurant at that moment is defining for the ability to manage each situation individually by the manager and this is where the manager's ability to extend the time spent by the clients in the restaurant without them feeling a long wait for their requirements comes in.

At the Subway restaurant the space is much smaller but the volume of customers can be much above the capacity of the restaurant the maximum of products that can be offered by the restaurant remains the same and the role of the manager is to manage the stock of goods and turn the employees into a real team and deliver a large volume of food in a very short period of time.

A restaurant is nothing without its team of employees, and a team is nothing without its leader. Restaurant managers play a key role in leading teams in front of the house (FOH) and behind the house (BOH).

A great restaurant manager can play a huge role in the success of a restaurant's operations, anyone who hires him in the role of restaurant manager should be chosen wisely.

The qualities of a good manager make the restaurant grow, gain more popularity and reputation, as well as new and loyal customers. A very important competence of a manager is to be very good at organizing his own work and that of others, as well as the effective coordination of the various activities taking place in the premises and related to it. The position also involves acting as a representative of the premises and asking for all the needs of the customers.

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