



JOB DESCRIPTION

TITLE: COUNTRY MANAGER	GRADE:
DEPARTMENT: OPERATIONS	DIVISION: FIRST BURGER LTD.
REPORTS TO: CEO – Quick Service Holdings Ltd	SUPERVISES: STORE SUPERVISORS CREW
INCUMBENT:	LOCATION: GROS ISLET, ST LUCIA

Company Overview:

Quick Service Holdings Ltd. is a dynamic and growing franchise holder, operating multiple successful restaurant brands across Trinidad & Tobago and expanding regionally. We are dedicated to delivering exceptional guest experiences while fostering a positive, engaging workplace culture for our employees. We are seeking Operations Professionals with experience in the quick-service restaurant industry to lead and support the growth and development of the Wendy's Franchise in St. Lucia.

Job Overview:

We are seeking an experienced, results-driven **Country Manager** to spearhead the launch and build-out of Wendy's first locations in Saint Lucia, including establishing the supply chain, building a high-performing team, and implementing best-in-class operating standards. The ideal candidate will have a strong background in restaurant management, financial acumen, and team leadership. This role is responsible for maintaining high operational standards, optimizing food costs, and ensuring profitability while delivering an exceptional and consistent customer experience.

Key Responsibilities:

Financial Performance & Cost Control

- Prepares budgets and manages the Profit & Loss (P&L) for the assigned brand and implement strategies to maximize revenue and control expenses.
- Monitor and manage food costs, ensuring proper portion control, inventory management, and waste reduction.
- Oversees stock counts and analyses variances
- Analyze sales trends, labor costs, and operating expenses to improve efficiency and profitability.
- Drive revenue generation through upselling, promotions, and local marketing initiatives.
- Monitors market trends and competitor activity to ensure appropriate competitive strategies are implemented.
- Participates in pricing reviews as needed

Operations & Maintenance

- Ensure all restaurant operations align with franchise standards, as well as health & safety regulations.
- Maintain high standards for food quality, cleanliness, and customer service.
- Manage equipment maintenance and coordinate repairs to ensure seamless operations.
- Develop and refine operational policies and procedures to improve efficiency, streamline processes and enhance service delivery.
- Establish relationships with various vendors and negotiate pricing and terms as required.
- Perform routine audits and reviews of operations to identify areas for improvement and implement best practices to optimise restaurant performance.

Team Leadership & Management

- Lead, coach, and motivate a team of supervisors and crew members to achieve performance goals.

- Oversee staff scheduling, training, and performance evaluations to maintain a high-performing team.
- Collaborates with HR to develop training materials and deliver training as required
- Foster a positive work culture that encourages teamwork, accountability, and professional growth.

Customer Experience & Brand Standards

- Ensure customer satisfaction by maintaining high service standards and addressing customer feedback proactively.
- Uphold brand identity and ensure adherence to company policies, menu execution, and service procedures.
- Implement quality control measures to maintain consistency in food preparation and presentation.

Key Performance Indicators (KPIs):

- Food Cost Control: Maintain food cost percentage within company targets.
- P&L Responsibility: Achieve financial performance benchmarks, including revenue growth and profitability.
- Revenue Generation: Increase sales through promotions, upselling, and customer engagement.
- Operational Efficiency: Ensure optimal labour scheduling, reduce waste, and maintain budgeted costs.
- Team Performance: Employee retention, training effectiveness, and staff engagement levels.

Qualifications & Requirements:

- Experience: Minimum 7-10 years progressive management experience with at least 3 in the restaurant or quick service industry.
- Education: Degree or diploma in Hospitality Management, Business Administration, or a related field is preferred.
- Strong knowledge of financial management, inventory control, procurement, logistics and supply chain management and food cost optimization.
- Experience in policy development and business process improvement is a plus.
- Excellent leadership, communication and interpersonal skills with the ability to engage and motivate employees at all levels.
- Strong problem-solving, project management and organisation skills and high level of resourcefulness
- Ability to work in a fast-paced environment, manage multiple priorities, and make data-driven decisions.
- Ability to analyze data and metrics to drive decisions and improvements.

Working Conditions

- Full-time position with a requirement for flexibility
- On-Call availability due to restaurant operating hours, including evenings, weekends and holidays.
- Highly mobile role requiring frequent visits to multiple restaurant locations
- Periodic regional and international travel may be required for training, conferences and other business needs.

If you are a dynamic and driven leader passionate about **restaurant operations, profitability, and team success**, we invite you to apply and join our growing team!

Visit the Wendy's careers page at [Qsh-tt.com](https://www.qsh-tt.com) to apply!