

Front of House Manager

The Front of House Manager is responsible for the overall operations of the dining room of the restaurant. The manager oversees the host/hostess staff, and servers, and ensures that customer service standards are met or exceeded. The manager is responsible for all aspects of guest experience including reservations, food and beverage service, and complaint resolution.

Responsibilities:

- Train, assist with schedule development, and supervise host/hostess staff, and servers.
- Develop and maintain guest relations and ensure customer satisfaction.
- Monitor and evaluate the performance of all Front of House staff.
- Implement and enforce company policies and procedures.
- Manage inventory and convey to the owners if a supply order as needed.
- Develop and maintain relationships with vendors.
- Manage administrative tasks as needed.
- Ensure compliance with local health and safety regulations.
- Work with the Owners to develop and implement sales and marketing initiatives.

Requirements:

- Minimum of 3 years of restaurant management experience in a similar role
- Strong leadership and interpersonal skills
- Ability to motivate and train staff to achieve high levels of performance.
- Strong organizational and time management skills.
- Knowledge of food and beverage service industry trends and best practices.
- Ability to work flexible hours including nights, weekends, and holidays.
- Excellent written and verbal communication skills

Physical Requirements:

- Able to stand for extended periods of time.
- Able to lift, up to, 50 pounds.
- Able to navigate a fast-paced, high-volume environment.