

Job Description

Title: Front of House Manager / Maitre d'

Reports To: General Manager

Pay: \$12 - \$14 per hour

Summary of Position:

Working as a management team with the Executive Chef, and Hotel Manager, assure the best possible overall guest experience with particular emphasis on building a highly professional, efficient and motivated front of house service staff. Bar Manager, Servers, Bussers and Hosts report to this position.

Duties & Responsibilities:

Staffing and Training

- In accordance with company hiring policy and procedures, interview & hire prospective new employees.
- Take charge of training new FOH employees and maintain/update/expand the training manual.
- Review employee performance at least after 3 months and annually thereafter.
- Recommend disciplinary action, including write-ups, and recommend termination where necessary.
- In compliance with the budgeted hourly limits given by the General Manager. Prepare FoH weekly schedule no less than 2 weeks out. Incorporate Bar Managers bartender schedule and Hotel Managers Event staff into FoH schedule.
- Recommend policy changes and effectively communicate all FOH policy and operating matters to staff. Assure compliance with labor laws and company policy.
- During periods of time off ensure restaurant is covered during peak periods by another manager.

Shift Responsibilities

- The Front of the House Manager is expected to be present during peak periods including but not limited to holidays, Monday, Friday and Saturday night. In the absence of a manager, Sunday brunch is to be covered as well.
- Maintain high customer relations and deal with customer service issues as they arise.
- A minimum of 32 hours and maximum of 40 hours per week is expected.
- Assure that opening, shift change and closing checklists are completed.
- Review reservations and establish a floor map for smooth seating.
- Assign server sections, hold pre-shift server meetings and assure that specials for the day are understood and dinner special menus prepared.
- Be prepared to back up all positions during peak times.
- Maintain open communication with all BOH staff
- Analyze labor needs as shift progresses and promptly send excess service staff home.

Management

- Attend and contribute to regular restaurant management meetings.
- Report maintenance issues to the hotel front desk and work with maintenance staff to correct these issues.
- Conduct a regular FOH inventory of supplies and order supplies on a regular basis.
- Maintain a secure, clean, organized, and prepared restaurant.
- Ensure Daily Sales Report, journal notations, shift reports, server cash drop procedure is being followed.
- Maintain zero tolerance of server/bartender over/short drops.

Qualifications:

- Communicate clearly and understand the predominant language(s) of our guests.
- Work in a standing position for long periods of time (up to 6 hours).
- Education: High School or equivalent. Course work in restaurant management preferred.
- 5 plus years prior professional experience in restaurant management.
- Valid driver's license.
- Knowledge of Labor Laws, Health Codes, Safe Food Handling and Sanitation, Safety and Security systems and procedures
- Current California food handlers certificate
- Proficient in computer operations including point of sale, word, excel & outlook.
- Good people management skills, communication and listening skills. Must be flexible and adaptable to change.
- Demonstrate time management and organizational skills.
- Must be internally motivated and detail oriented and have a passion for teaching others.
- Must be able to work a flexible schedule including days, nights, weekends and holidays.
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds.
- Punctuality and regular and reliable attendance.
- Honesty and Integrity