

JOB DESCRIPTION

Job Title: Front of House (FOH) Manager
Departments: Operations
Reports To: General Manager/ Owner

Summary

The FOH Manager is responsible for establishing and maintaining lucrative margins within the assigned department. Will be responsible for overseeing department staffing, and ensuring quality, and speed of service.

Essential Duties and Responsibilities include but are not limited to the following:

- Maintain lucrative margins within assigned department.
- Hire, motivate, coach, and retain qualified team members.
- Maintain communications with all vendors used for assigned departments.
- Maintain compliance with all safety and health department regulations.
- Obtain all required Certifications required by state regulators
- Perform accurate monthly inventory counts.
- Scheduling of staff to ensure effective and profitable shifts.
- Greet and interact with customers.
- Check and maintain quality and speed of service.
- Perform opening and closing shift procedures, any groups, promos, or special events.
- Motivate staff during busy shifts.
- Resolve disputes or problems as they occur.
- Determine staffing needs based on the number of current & expected customers.
- Maintains professional and technical knowledge by tracking emerging trends in the restaurant industry.
- Ensure that day-to-day restaurant operations are aligned with **810 Billiards & Bowling** operating guidelines and standards.

Qualifications

- Following budgets
- Decision Making
- Management proficiency
- Managing profitability
- Quality focus
- Verbal communication
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Excellent communication skills.
- Excellent customer service skills.

Educations and/or Experience

- Some college preferred.
- Minimum of 2 years of restaurant management experience required.

Computer Skills

- Ability to understand Microsoft Windows environment.
- Ability to operate POS register system.

Mathematical Skills

- Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate and percent.

Reasoning Ability

- Ability to diffuse intense, aggravated situations.

- Ability to apply common sense understanding to carry out simple one- or two-step instructions.
- Ability to manage with people effectively.

Other Skills and Abilities

- Must have excellent teamwork and interpersonal communication skills.
- Must be positive, courteous, energetic, and enthusiastic in all aspects of Customer and Team Member interactions.
- Maintains operations by enforcing policies and standard operating procedures.

Physical Demands

The physical demands described here are representative of those which must be met by a Team Leader to successfully perform the essential functions of this job.

- While performing the duties of this job, the General manager is regularly required to: stand, walk, stoop, kneel, sit, crouch, or crawl; use hands to finger, handle, or feel; reach with hands and arms; climb and/or balance; regularly lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include distance vision and depth perception.
- Ability to work long hours.

Disclaimer: This information describes the general nature and level of work performed by a FOH Manager in this job. The description is not designed to be a comprehensive list of all duties, responsibilities, and qualifications required of a FOH Manager in this job. Reasonable accommodations may be made to qualified disabled individuals for the performance of essential duties and responsibilities.