



Assistant Manager

You are not just a manager you are a leader with a goal to grow! You know what it takes to run a restaurant and you are not afraid to jump in and help the team when they get in the weeds. Their success is your success.

What you'll do

You make it happen, like the conductor of an orchestra, you harmonize the FOH with the BOH to create exceptional guest experiences. You assist service staff on the floor during peak operating periods. Manage the reservation system, table seatings and assist guests in all areas of customer service. You supervise daily restaurant operations. Assist with menu planning. Perform administrative duties. Maintain Sanitation Standards. Maximize financial performance of the restaurant and determine training needs to accomplish goals and implement plans.

Core Work Activities

Managing Day-to-Day Operations

Supervise and manage employees. Manage all day-to-day operations. Plan for and maintain the flow of peak operational business. Understand employee positions well enough to perform duties in employees' absence.

- Review reservations, environmental factors, and staffing levels to ensure that guest service, operational needs and financial objectives are met. Analyze the information and evaluate results to choose the best solution and solve problems.
- Lead a pre-meal meeting with employees to discuss business flow, food and beverage notes, service standards and operational initiatives.
- Assist on the floor during meal periods and high demand times.
- Oversee online ordering. Ensure quality, timing and distribution of orders.
- Reconcile all employee cashouts. Complete daily sales reports.
- Ensure compliance with all applicable laws and regulations including food handling and sanitation standards.
- Ensure compliance with all alcoholic beverage policies and laws regulating responsible alcohol service.

- Ensure compliance with all food & beverage policies, standards and procedures by training, supervising, follow-up and hands on management.
- Ensure all side-work is completed.
- Do inventory, place orders with distributors, and maintain an adequate supply of product inventory.
- Provide nightly manager reports highlighting service standards, employee performance, guest experience, flow, any issues encountered, number of guests serviced, environmental and external factors such as weather and an overall summary of the shift.
- Ensure door, windows, property, and equipment are locked, safe and secure at the end of the shift. Set alarm in advance of departure.

Leading Food and Beverage Team

Utilize interpersonal and communication skills to lead, influence, and encourage others; advocate sound financial/business decision making; demonstrate honesty/integrity; lead by example. Serve as a role model to demonstrate appropriate behaviors.

- Encourage and build mutual trust, respect, and cooperation among team members. Establish and maintain open, collaborative relationships with employees and ensures employees do the same within the team.
- Identify the developmental needs of others and provide training, coach, and mentor them to improve their knowledge or skills.
- Ensure and maintain the productivity level of employees during all shifts.
- Provide the leadership, vision and direction to bring together and prioritize the goals of the restaurant in a way that will be efficient and effective.
- Plan and strategize with employees to maximize efficiency during peak hours of business.
- Ensure staff understands all liquor laws. Monitor alcoholic beverage service in compliance with those laws.

Ensure Exceptional Customer Service

Provide services that are above and beyond for customer satisfaction and retention.

- Improve service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Manage day-to-day operations, ensures the quality, standards and meets the expectations of the customers on a daily basis.
- Display leadership in guest hospitality, exemplify excellent customer service and create a positive atmosphere for guest relations.
- Empower employees to take ownership and provide excellent customer service.
- Handle guest problems and complaints elegantly and eloquently with kindness and empathy.

- Check-in with guests tableside or upon departure to obtain feedback on quality of food and beverage, service levels and overall satisfaction.
- Ensures corrective action is taken to continuously improve service results.
- Manage service delivery to ensure excellent service from point of contact to departure (e.g., reservation, greeting from hostess, speed of order taking and food and beverage delivery, fulfillment of special requests, collection of payment & invitation to return).
- Respond to guest feedback emails and reviews.

Manage and Conduct Human Resource Activities

- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Identify the educational needs of others, develop formal educational or training programs, classes, and materials. Teach and instruct others. Ensure employees receive on-going training to understand expectations.
- Ensure employees are treated fairly and equitably. Strive to improve employee retention.
- Solicit employee feedback, utilize an "open door" policy and review employee satisfaction results to identify and address employee problems or concerns.
- Ensure recognition of positive employee performance. Ensure accountability and mentoring for underperforming employees.
- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Administrative Responsibilities

- Take initiative to independently develop specific goals and plans to prioritize, organize, and accomplish your work.
- Create daily and weekly payroll reconciliation.
- Plan and strategize schedules with the General Manager. Assist with preparing schedules to ensure the restaurant is staffed to meet guest needs at all times.
- Fulfill gift certificate orders
- Respond to emails
- Assist in preparing catering proposals
- File paperwork and create organizational systems.

Physical Requirements

- You're comfortable standing for long periods of time.
- You can walk briskly for periods of time throughout your shift.
- You can reach, bend and stoop and lift and carry for short distances up to 50lbs on a regular, consistent basis.
- You are able to work in an environment that has extreme heat (kitchen) and extreme cold (walk-in).

- You can comfortably walk up and down stairs, at times carrying boxes or other goods.
- You are comfortable loading and unloading goods from delivery vehicles.

FLSA Classification

Non-exempt

Supervision

This position oversees the FOH employees including servers, host/hostess and busser.

What we need from you

You have prior FOH restaurant management experience working in a fast-paced environment, and have excellent interpersonal skills. You have administrative skills and understand how to read a P&L and manage food and labor costs. You have better than average computer skills. You have, or are willing to obtain, a ServeSafe (Food Handlers) and TIPS Certifications. You like leading a team toward common goals and you are always courteous and friendly to others. You also don't mind working weekends and holidays.

Desired Skills and Experience

Education and Experience

- High school diploma or GED; 4 years experience in the food and beverage, culinary, or related professional area.

OR

- 2-year degree from an accredited university in Food Service Management, Hotel and Restaurant Management, Hospitality, Business Administration, or related major; 2 years experience in the food and beverage, culinary, or related professional area.