

FRONT OF THE HOUSE MANAGER

Job Responsibilities and Duties

Front of the House Manager reports to the Owner and performs the following duties:

Hiring and Firing

- Hires new FOH staff
- Terminates undesirable FOH staff

Ordering Inventory

- Orders FOH inventory
 - Napkins, cleaning supplies, dishware, takeout supplies, barware

Staff Scheduling

- Makes weekly schedule
- Approve/deny requests for days off
- Determine which staff will cover busy or slow shifts

Event Planning

- Schedules events, books rooms and coordinates staff to work events

Customer Service

- Must excel at customer service
- Train staff to have superb customer service
- Make sure customers leave the restaurant happy

Problem Solving

- Handle disgruntled customers by offering suggestions and solutions
- Handle employee issues such as tardiness, cell phones, language, attitude, dress code
- Facilitate FOH and BOH issues
- Control seating at peak times

Misc

- Jump in to assist staff when busy (expedite or run food, pour water, buss tables, seat customers, etc)
- Manage employee contests (eClub, wine, etc.)
- Assist with inventory (bar)
- Manage bar (run specials, contests, etc.)