



JOB DESCRIPTION

Position Title: Front of the House Assistant Manager

☐ Exempt

Reports To: Front of the House Manager

☒ Non-Exempt

HR Review: _____

Date: _____

Employee Review: _____

Date: _____

PRIMARY PURPOSE

To ensure the highest quality of food and beverage services and practices through effective management of food and beverage personnel and operations. To make every effort to increase food and beverage revenues.

ESSENTIAL RESPONSIBILITIES AND RESULTS

- Assist in managing day-to-day operations of food and beverage services.
- Circulate on the restaurant and Par Lounge floor checking with the guest and service staff to ensure everything is to the guest's satisfaction.
- Monitor and supervise set up and maintenance of dining room and Par Lounge area to ensure that it is up to standard.
- Supervise all opening and closing side duties.
- Assist with interviews, hiring, training, scheduling, and managing all F & B service personnel under the direction of the Floor Manager.
- Adjust labor appropriate to business demands.
- Assist in operating F & B services within budget, considering direct costs, labor and overhead.
- Communicate promotional programs to floor staff for delivery to guests.
- Assist with conducting performance evaluations of staff under the direction of the Floor Manager.
- Investigate work-related injuries and report to Floor Manager. Conduct monthly safety meetings and provide training.
- Supervise all activities of dining room and bar staff to ensure that guests receive fast and courteous service.
- Train, correct and instruct food & beverage personnel on specific service standards.
- Ensure operational policies and procedures are followed by food & beverage personnel.
- Inspect and maintain dining room and par lounge work areas according to established sanitation and safety regulations.
- Greet guests, escort guests to tables and provide menus.
- Manage any guest complaints or comments to ensure satisfaction.
- Examine food preparation, beverage presentation, and monitor timing of guest experience.
- Take guest's food/beverage orders when needed.
- Assist with stocking and supplies.
- Observe guests to respond to additional requests and to determine when meal is completed.
- Inform chef/cooks of dining room and par lounge activity.
- Provide hands on assistance to host person and food servers.
- Check identification of bar patrons when serving alcohol.
- Attend weekly Food and Beverage managers/supervisors meeting.
- Will work shifts as needed as host/hostess and/or server/bartender to meet labor cost requirements or to backfill open shifts.
- Perform any other related duties as requested by supervisor.

Front of the House Assistant Manager

AMOUNT OF SUPERVISION RECEIVED

This position receives daily supervision and direction from the Front of the House Manager and/or the General Manager and performs tasks in accordance with established departmental procedures.

INTERACTION WITH OTHERS

This position constantly interacts with the F & B Manager, Kitchen Manager, Catering coordinator, golf clubs, F & B staff, and accounting staff.

SUPERVISORY RESPONSIBILITIES

This position supervises all F & B non-exempt personnel (except snack-shop personnel). This position assists in the hiring of F & B personnel and makes recommendations to the HR Coordinator for appropriate personnel action. Floor Manager and Assistant Floor Manager must coordinate shift coverage to be on the restaurant or bar floor supervising servers during peak meal periods. (Tuesday-Saturday: 8:00 am -10:00 am; 11:00-2:00 pm; 5:00 pm-9:00 pm; Sunday Brunch 8:00 am - 2:00 pm). Bar hours (Friday 9:00pm – 2:00am Saturday 7:00 pm – 1:00 am) Hours will vary.

PHYSICAL DEMANDS

This position requires constant standing, walking, talking, hearing and use of hands and fingers. This position occasionally requires balancing, twisting, bending pulling, pushing, stooping, kneeling, crouching, and reaching with hands and arms. The incumbent must be able to occasionally lift and carry up to 50 pounds. The position also requires good, close, distant, and peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

This position works primarily indoors in a restaurant/bar setting, and occasionally on outdoor events. Occasionally, incumbent may be exposed to humid conditions (in kitchen) around stoves and ovens and is occasionally exposed to hot food and beverages. A moderate to loud noise level is typical for the work environment of this job.

USE OF DISCRETION AND INDEPENDENT JUDGMENT

This position makes decisions in accordance with established procedures for the department. In the event of an error or mistake on the part of incumbent, the result could affect the reputation of the department.

EFFECT OF POSITION ON ORGANIZATION OR ON ORGANIZATION'S CUSTOMERS/CLIENTS

This position assists in establishing and implementing internal policy for the F & B department.

QUALIFICATIONS REQUIRED

- Education: Requires a high school degree or equivalent.
- Experience: Minimum three years of job-related experience required. Must be at least 21 years of age.
- Communication skills: Good oral communication skills and excellent customer service skills required.
- Mathematical skills: Sufficient math skills to perform simple calculations and handle cash.
- Computer skills: Requires computer keyboard literacy and familiarity with database programs. (POS) Must have ability to use a cash register.
- Reasoning ability and other skills: Good organizational and time management skills required. Tact, patience, and courtesy are also required.
- Certificates, licenses: Requires a Food Handlers Certificate, ABC Training.

Distribution Upon Completion Original: Human Resources Copy: Manager Copy: Employee