



JOB TITLE: Restaurant Manager
DEPARTMENT: Food & Beverage
REPORTS TO: CEO/General Manager
DATE CREATED: August 2026
FLSA STATUS: Exempt (**Monday 7- 3 PM (Occasional)**
Tuesday – Friday 2 – 10 PM
Saturdays 9 – 2 PM (Occasional Labor Day and Memorial Day))
SUPERVISES: Service Captains, Servers, Bartenders, Host/Hostess and Runners

ABOUT THE CLUB

Established in 1883, The Minneapolis Club is steeped in rich history and tradition. More than a destination, it serves as a cornerstone of the community, providing a welcoming and inclusive gathering place in the heart of downtown Minneapolis. The Club enriches the lives of its members and guests through exceptional hospitality, wellness and fitness offerings, engaging educational and social programming, valuable professional connections, and a strong sense of belonging.

Today, The Minneapolis Club offers a wide range of premier amenities, including a state-of-the-art athletic and wellness center, boutique guest accommodations, elegant private event spaces, flexible co-working areas, and Charlie's Restaurant & Bar. The Club is home to approximately 800 dues-paying members and regularly welcomes many distinguished civic and business leaders.

Located on the first floor of the Club, Charlie's Restaurant & Bar blends the glamour of the 1930s with contemporary comfort and sophistication. Featuring the restored bar and frieze from the original Charlie's Café Exceptionale, the restaurant offers a fresh interpretation of a French-inspired supper club experience. Whether enjoying an intimate weekday dinner, a Friday evening date night, or a handcrafted cocktail at the bar, guests find an inviting atmosphere suited to every occasion.

During the warmer months, Charlie's beautiful outdoor patio provides the perfect setting for al fresco dining and beverages. It is a popular destination for casual business meetings, social gatherings with friends, or simply relaxing and enjoying the season. Charlie's Restaurant & Bar contributes approximately 30% of the Club's food and beverage revenue and remains one of the most valued amenities among members and guests alike.

JOB SUMMARY

The Restaurant Manager is responsible for delivering an exceptional dining experience for Club members and guests across all dining outlets. This position provides hands-on leadership for front-of-house operations, including staff supervision, training, service standards, quality control, scheduling, and facility upkeep, while ensuring financial performance through effective sales growth and cost management.

The Restaurant Manager works closely with the Executive Chef, Sous Chefs, Director of Hospitality, and Events Managers to ensure seamless service, strong communication, and operational excellence. This role also coordinates activities and information flow among the Engineering, Events, Kitchen, Administration, Fitness, Squash, Membership, and Marketing departments to support Club-wide goals and member satisfaction.

ESSENTIAL JOB FUNCTIONS

Food & Beverage Operations

- Accountable for the success of the Club's restaurant and bar operations, including achieving or exceeding budgeted sales goals while maintaining payroll and operating expenses within budget targets.
- Along with Lead Bartender, responsible for beverage inventory and ensuring that appropriate products are sourced and stocked. Ensures beverage inventory counts are completed accurately and in a timely manner.
- Ensures the proper execution of all restaurant shifts and works with the Events department for any crossover staff. Monitors and approves all timecards for bi-weekly payroll.
- Maintains a visible presence during peak operating hours and ensures management coverage is provided throughout all operating hours.
- Participates in ongoing facility inspections throughout the Club dining outlets to ensure that cleanliness, safety, and other standards are consistently attained.
- Assists the Executive Team in developing and implementing long-range and annual operating plans, forecasts, budgets, and capital improvement projects for Club dining outlets.

Personnel

- Establish and maintain positive employee relations, encourage teamwork among all departments, and actively participate in motivating the staff.

- Effectively recruit, develop, and manage direct reports, ensuring effective performance.
- Ensures appropriate front-of-house staffing levels for all restaurant shifts and Charlie's events.
- Develops and oversees training programs for all front-of-house employees and supports the advancement of high-performing team members.
- Participate in and conduct meetings effectively.
- Proactively identify employee needs and respond to them on a timely basis.
- Know disciplinary procedures and demonstrate the ability to coach and counsel effectively. Works with Human Resources about employee grievances and complaints and directs problem correction where possible.
- Appropriately delegate responsibility and authority.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Monitors employees' dress codes and nametags daily.
- Conduct daily pre-shift meetings when needed.

Member/Team Relations

- Consistently places members first by anticipating needs, exceeding expectations, and delivering exceptional service.
- Always convey a professional attitude with the utmost respect towards club and team members.
- Demonstrates professionalism, sincerity, and genuine hospitality in all member interactions.
- Receives, investigates, and acts upon complaints from Club members, guests, and employees.
- Ensure member and guest satisfaction and engagement as it relates to the Food & Beverage offerings by the Club.
- Always maintains a positive attitude and looks for positive outcomes in all opportunities.

Communication

- Works closely with the Executive Chef and Sous Chefs to maintain quality, communication, and coordination between front-and back-of-house.
- Maintains open, responsive, and collaborative communication with all departments and team members.
- Convey oral and written messages clearly and concisely.
- Ensures operational information is communicated clearly, accurately, and in a timely manner to all relevant stakeholders.
- Understand and support all programs and initiatives that have been communicated by the leadership team of the Club.
- Report all accidents, damage, vandalism or hazards to appropriate departments.

JOB QUALIFICATIONS

- Bachelor's degree preferred; equivalent experience and three to five years of progressive leadership experience in hospitality, restaurant, hotel, or private club operations will be a plus.
- Knowledge of the Food & Beverage Industry
- Advanced understanding of executing a high-quality craft cocktail, beer and spirit program highly desired
- Schedule flexibility that supports successful execution of the essential job functions including availability during nights, weekends, and holidays.
- Neatly groomed and dressed in accordance with The Minneapolis Club's appearance standards.
- Proficiency in Microsoft Office including strong Excel, Word, and Outlook experience.
- Proficiency in industry related software (Clubessential preferred, Tock and Reserve)

REPORTING AND SCOPE OF RESPONSIBILITIES

Directly Supervises: Service Captains along with Servers, Bartenders, and Bus Help.

Knows the formal and informal departmental goals, standards, policies and procedure including some familiarity of other departments within the club. Is sensitive to the interrelationship between both people and functions within the various departments of the club.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to stand, walk, bend, crouch, and use hands to grasp, handle or feel. The employee is required to sit and reach with hands and arms; talk, hear, taste, and smell. The employee must occasionally lift and/or move up to 50 pounds. The ability to multi-task and complete tasks in an accurate and timely manner.

COMPENSATION / BENEFITS

Salary offered commensurate with experience.

The Club also offers health and life insurance, PTO and holiday pay, 401k matching, family meals, parking and phone stipend.

This job description indicates, in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job. Nothing in this description of job changes the at-will employment relationship existing between the Minneapolis Club and its employees.