

Front of House (FOH) - Job Description

Position Summary

Front of House team members create welcoming and efficient guest experience through great service, strong communication, and teamwork. This role supports daily dining-room and bar operations, including greeting guests, serving food and beverages, maintaining a clean environment, and ensuring smooth overall service. FOH staff must be able to manage fast-paced shifts with professionalism/positive attitude.

Core Competencies

Guest-first mindset. Professional communication. Teamwork. Attention to detail. Sense of urgency. Problem-solving. Reliability and accountability

Guest Service Skills

Greet guests warmly and provide attentive, friendly service throughout their visit. Accurately take orders, enter them into the POS, and deliver food and beverages promptly. Maintain strong menu knowledge, including ingredients, allergens, and drink offerings. Handle guest concerns or complaints with professionalism and escalate to management when appropriate. Ensure tables are clean, properly set, and reset quickly between guests.

Dining Room & Bar Support

Assist with running food, clearing tables, restocking service stations, and helping teammates as needed. Support bartenders by restocking mixers, glassware, and products. Assist with bussing, hosting, or expo when the shift requires cross-support. Maintain awareness of ticket times and communicate with BOH to keep service flowing.

Cleaning & Organization Mindset

Maintain a clean, organized work environment in the dining room, bar, service stations, and restrooms. Follow all sanitation and safety standards. Keep bar and service areas stocked and orderly throughout shift.

Cash Handling & POS System Skills

Accurately handle transactions, payments, and tips. Balance cash drawers or tips as required by the position. Follow opening and closing procedures for your assigned area.

Physical Requirements for the position

Must be able to lift and move heavy items, including kegs (up to 160 lbs with assistance) and cases of product. Routinely lift and carry boxes up to 40 lbs. Ability to stand, walk, and move continuously for 8-12 hour shifts. Bend, reach, and navigate crowded spaces safely. Work in busy and loud environments.

Job Qualifications

Previous FOH or customer-service experience preferred but not required. Strong communication and teamwork skills. Ability to multitask and stay organized in a fast-paced setting. Professional appearance and positive attitude. Must meet legal age requirements for serving alcohol (if applicable). Availability to work evenings, weekends, and holidays.