



Jesse Jays

L A T I N I N S P I R E D K I T C H E N

Job Title: Assistant Front of the House Manager

Position Overview: As the Assistant Front of the House (FOH) Manager, you will play a crucial role in ensuring exceptional customer experiences and smooth operations within the dining area of our restaurant. Working closely with the Front of the House Manager, you will be responsible for supervising and supporting the FOH staff to maintain a high standard of service and create a welcoming atmosphere for our guests.

Key Responsibilities:

1. **Customer Service Excellence:** Lead by example in providing outstanding customer service to all guests. Address guest inquiries and concerns promptly and professionally, ensuring their dining experience exceeds expectations.
2. **Staff Supervision and Training:** Assist in recruiting, training, and supervising FOH staff, including servers, hosts, and bartenders. Conduct regular performance evaluations and provide feedback to support staff development and growth.
3. **Daily Operations Management:** Oversee daily FOH operations, ensuring the smooth flow of service and maintaining restaurant standards. Collaborate with the kitchen team to ensure timely food delivery and resolve any service-related issues.
4. **Floor Management:** Efficiently manage table seating, reservations, and waitlists to optimize seating capacity while maintaining guest comfort and adhering to safety guidelines.
5. **Training and Development:** Assist in developing and implementing training programs for FOH staff to enhance their product knowledge, service skills, and upselling techniques.
6. **Inventory Management:** Collaborate with the Front of the House Manager to monitor and manage inventory levels of restaurant supplies, including beverages, cutlery, and other dining essentials.
7. **Health and Safety Compliance:** Ensure compliance with health and safety regulations, maintaining a clean and organized dining area and enforcing safety protocols among the staff.
8. **Reservations and Events:** Coordinate with the reservation team and assist in planning and executing special events, private parties, and promotional activities.
9. **Problem-Solving:** Address any customer complaints or issues promptly and professionally, working with the FOH Manager to implement solutions to prevent recurrence.
10. **Financial Accountability:** Assist in monitoring FOH expenses, labor costs, and revenue to contribute to overall financial success.

Requirements:

- Proven experience in a supervisory role within the restaurant industry, preferably in a FOH management capacity.
- Exceptional customer service and communication skills.
- Strong leadership abilities and the ability to motivate and inspire a team.
- Knowledge of food and beverage trends and industry best practices.
- Familiarity with restaurant point-of-sale systems and reservation management software.

- Ability to work in a fast-paced and high-pressure environment.
- Excellent organizational and time management skills.
- Knowledge of health and safety regulations and compliance.

Join our team and be part of an exciting and rewarding dining experience for our valued guests. If you have a passion for providing outstanding service and thrive in a dynamic restaurant environment, we invite you to apply for the Assistant Front of the House Manager position.