



JOB POSTING – FORT LANGLEY FRONT OF HOUSE MANAGER

POSITION SUMMARY:

The Front of House Manager at our Fort Langley Eatery is an integral contributor to the overall success of the restaurant including; the restaurant, patio and bar. The FOH Manager will assist the General Manager in directing, coordinating and leading the team. The successful candidate will have a proven ability to work in a team and direct the vision of the highest quality operation.

RESPONSIBILITIES:

- Lives and leads company core values, vision and strategic plan/rocks
- Service Team Leader - works with GM in driving service results, inspires team to create lasting experiences. Recruits, trains, and coaches, undertakes performance management and progressive discipline when required.
- Ensures consistent guest service and quality in all operations through high service standards & best practices.
- Supports GM and management team in planning and budgeting process by providing top priorities in the areas of guest/customer experience, team quality, and sales and labour forecasting.
- Reviews monthly, quarterly and yearly financial reports with accompanying analysis of results in support of the GM, identifying variances, initiating corrective actions to deliver profitable results in the specific location.
- Ensures all cash handling policies, health and safety requirements, building and equipment maintenance standards meet company and government standards in all aspects of operational and day to day execution
- Provides input and recommendations for new products and services by identifying new opportunities, pricing, packaging, and process changes; surveying consumer needs and trends and tracking competitors in market
- Updates job knowledge by remaining aware of new operational and leadership processes, government regulations and maintaining strong community and business relations.
- Coordinate and document reservations. Execute special events in the restaurant such as receptions.

SHIFT MANAGEMENT RESPONSIBILITIES:

- Supervise the floor to ensure all Trading Post standards & steps of service are met through guest interactions
- Ensure checklists, steps of service and proper opening and closing functions are being completed each shift.
- Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
- Observe performance and encourage improvement where necessary.
- Ensure staffing levels for all outlets are accurate based on business levels and labour cost budget. Organize and conduct pre-shift meetings communicating pertinent information to the staff
- Solicit feedback from guests concerning the service and food & beverage offerings.



QUALIFICATIONS

This position requires a solid combination of business management with industry related sales and hospitality knowledge, strong communication and leadership skills.

- Post-Secondary diploma/degree in Business or Hospitality and Tourism.
- Minimum 2 years' experience in similar, high volume environment.
- WSET Intermediate Wine Certificate or comparable an asset;
- Craft Beer/Cicerone and/or Mixology training an asset;
- Proficiency in all Microsoft Office applications;
- Demonstrated food and beverage management skills, business management acumen, product and service knowledge, strong communication and leadership skills
- Entrepreneurial drive and proven success in growing a business
- Demonstrated strategic thinking, problem solving, and solid judgment/decision making competencies
- Ability to lead team with open, honest, mature communication including leading effective departmental meetings.

WHAT'S IN IT FOR YOU!

- Competitive wages/salary packages
- Bonus Program
- A comprehensive group benefits program
- Training and development opportunities
- Growth & Promotion Opportunities
- Progressive Culture
- Staff dining discount & more

Email cover letter & resume to Amanda at Amanda@tradingpostbrewing.com