



Title: Front of House Manager

Status: Support Staff

Pay Range: \$47,068 – \$53,807

Wage Last Amended: June 2018

Reports to: Director of Food Services

Department: Pub

Full/Part Time: Full-time

Job Description Last Amended: June 2018

SUMMARY

The Front of House Manager is responsible for the smooth operation of the Habitat pub. You give friendly and efficient service to pub customers with a positive and professional demeanor. You are a team player who helps other staff, especially during busy times, delegating tasks and daily duties. You ensure customers have a pleasant experience in Habitat. Front of House Managers are physically present on the pub floor and will assist in the hiring and training of front-end/floor staff.

JOB DUTIES

Customer Service

- Monitor the quality of service and food production assisting in food expo.
- Greeting customers, getting the service cycle starting when floor staff are busy
- Assist in quality checks being the face of the front of house staff
- Resolve customer complaints and requests
- Develop and maintain a solid product knowledge in order to answer questions
- Monitor customer alcohol intake and refuse service if customer has reached their limit
- Inform customers of upcoming events and promotions within the pub or the greater BCITSA

Bartending Skills

- Set up and close down bar
- Prepare drinks as they are ordered and supply glassware to servers

Cash Handling and Point of Sale (POS)

- Input orders into POS terminal under the correct table number
- Verbally inform kitchen of any abnormal requests or customers with allergies
- Split up bills accurately according to customer needs and print them
- Carry out sales transactions using preferred method of payment, and close bills promptly
- Perform cash out duties and tip out
- Count staff floats at shift start and ends assist staff with cash out duties if needed

Operational Duties

- Understand, follow and enforce all policies and procedures
- Ensure pub is a safe environment for all users
- Fill out incident reports in a timely manner
- Input any product waste into system
- Delegate daily duties to floor staff, set floor sections each day.
- Assist in hiring and training all front-end staff
- Monitor alcohol sales of other staff
- Perform any discounts for staff meals or coupons and do voids
- Assist other Managers in inputting invoices when the time allows

Inventory Control

- Assist in the quarterly and monthly inventories, and other spot-inventories as needed
- Assist in monitoring inventory levels for purposes of ordering
- Check reports off spillage and low-quality product, and report major write-offs to Director of Food Services
- Research and participate in vendor and product selection
- Create and send purchase orders
- Receive orders, spot check items to ensure quality, and assist in inputting into system
- Investigate any discrepancies in inventory or orders
- Update product barcodes in system
- Report discrepancies between Purchase Order price and Invoice Price
- Document damaged product received and report it to supplier for refund or exchange

Human Resources Management

- Provide leadership to Pub staff with effective communication, clear expectations and fairness
- Delegate duties, assign sections, cut staff, and oversee special functions
- Oversee work relationships with and between staff; address issues in a collaborative manner

- Assist Manager in orienting new staff and provide ongoing coaching
- Assist in enforcement of discipline-related issues
- Report any accidents to HR Portfolio and assist as needed
- Collect, verify, and submit time sheets to the HR Portfolio for payroll when manager absent
- Act as leading supervisor when Director of Food Services is absent
- Ensure servers complete their side duties and assign duties as needed

Other Related Duties

- Support Student Executives and staff members for their respective initiatives
- Assist other staff with duties, especially when busy
- Other related duties as required

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Requires shift work
- Position includes frequent high-volume periods
- May need to deal with inebriated and sometimes violent customers
- Must be able to lift up to 11kg (25lbs), bend, crouch, climb, stand and carry

REQUIREMENTS AND ASSETS

Requirements

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|---------------------------|---|
| ● Communication skills | ● High School Diploma or equivalent |
| ● Team player | ● Serving it Right Certificate |
| ● Multitasking skills | ● Three years of experience in a similar role |
| ● Customer service skills | ● Conflict resolution skills |
| ● Emotional control | |

Assets

- Bartending certification
- Security certification