



Zeitgeist Restaurant & Bar Front of House Manager Job Description

Zeitgeist Center for Arts and Community

About Zeitgeist

Our mission is to practice the art of growing a healthy, connected community empowered to create and thrive.

[Zeitgeist](#) is a non profit arts and community development organization committed to growing and sustaining a community that is inclusive, diverse, creative and sustainable; a place where every individual can thrive. Working in partnership across the region, Zeitgeist connects like minded organizations and people to collaboratively create programs that make lasting change. Headquartered in downtown Duluth, MN in the Zeitgeist Arts Building, Zeitgeist is seeking a leader to help carry out our mission through our onsite bar and restaurant.

Core Commitments

We have a unique approach to creating long term, positive change in our community. Zeitgeist is not defined by any one program or set of programs. Instead, we are defined by a set of core commitments aimed at shaping the long term character of our community.

1. Creativity - Creative expression, cultural representation, and the arts can help build new connections across the diversity of our society, and open up new opportunities for people to engage with their community.
2. Inclusivity - Zeitgeist belongs to the community, and our programming and operations proudly represent our entire community. Our work is about ensuring all members of our community live a thriving, connected, healthy life.
3. Sustainability - Zeitgeist's work should contribute to sustainable environmental, economic, and community practices.

Zeitgeist Inclusivity Statement*

- We value a culture of self-expression and support the rights of Indigenous people, LGBTQAI+ people, women, and people of color.
- We actively work to build social systems of equity and inclusivity while dismantling systems of oppression.
- We actively create spaces, built and unbuilt, that support all abilities.
- We support and engage in sustainable approaches to interacting with our shared land, air, and water.
- We acknowledge that we are located on land ceded by the Anishinaabe in the 1854 Treaty and that this land, historically and today, holds great significance for Indigenous peoples.



*We expect this list to evolve and we expect to make mistakes. And to be honest, Zeitgeist does not represent our inclusivity, sustainability, or creativity goals. Nonetheless, we're committed to forward progress, and we're looking for applicants who see themselves as partners in this work.

Job Purpose

The Front of House Manager works in partnership with the Executive Chef & Business Director to set the vision and culture of the restaurant. They are responsible for the daily operations and management of the Front of House including the selection, development and performance management of employees. Oversight of bar inventory and ordering while optimizing profits is a key priority. The FOH Manager should ensure guests are satisfied with their dining experience. Lastly, they should be a driver of advancing the organizational mission and vision through collaboration with the other departments.

The Zeitgeist Restaurant & Bar Front of House Manager reports to the Business Director.

Front of House Manager Primary Duties & Responsibilities

General

- Oversee and manage Front of House operations and staff.
- Support Executive Chef & Business Director in the development of restaurant goals, culture, and vision while ensuring the restaurant advances the organizational mission and for the integration of the restaurant with the rest of the organization.
- Performs other duties and responsibilities as required or requested.

Financial

- Adhere to company standards and service levels to increase sales and minimize costs, including beverage, supply, utility, and labor costs.
- Set drink menu prices in collaboration with the Business Director.
- Responsible for ensuring that all financial (invoices, reporting, reconciliation) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.
- Tracks sales, deletions, comps, etc and implements actions to increase, decrease or eliminate.
- Creates cost effective sales incentives.
- Maintains POS system, daily recaps, daily deposits, and safe counts.

Safety and planning

- Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Ensure consistent high quality of drink preparation and food service.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Oversee estimation of bar needs, orders with distributors, and schedule the delivery of supplies.
- Oversee the completion of accident reports promptly in the event that a guest or employee is injured.
- Ensure that proper security procedures are in place to protect employees, guests and company assets.



- Ensure a safe working and guest environment to reduce the risk of injury and accidents.

Guest service

- Ensure positive guest service in all areas.
- Investigate and resolve complaints concerning food quality and service in collaboration with the Executive Chef.

Operational responsibilities

- Oversees and maintains a reservation system including answering and returning phone calls.
- Develop and maintain unique bar menus.
- Enforce sanitary practices for food handling, general cleanliness, and maintenance of bar and dining areas.
- Oversees the flow and pacing of the restaurant in coordination with the Executive Chef.
- Manage shifts which includes: daily decision making, scheduling, planning while upholding standards, product quality, and cleanliness.

Personnel

- Provide direction to employees regarding operational and procedural issues.
- Interview hourly Front of House employees. Direct hiring, training, supervision, development and, when necessary, termination of employees.
- Oversee orientation and training of new Front of House employees.
- Develop Front of House employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of restaurant Front of House staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.
- Cover for employees when absent.
- Oversee BOH operations when Executive Chef is out to ensure successful service.

Community Involvement

- Support Business Director & Executive Chef in providing strong presence in the local community and high level of community involvement by restaurant and personnel.

While thorough, this job description is a living document and we are looking for a leader who will be a part of adapting, changing, and growing as needs and goals are developed.

The Ideal candidate will be proficient in or capable of:

- Computer use, including Gmail & spreadsheets.
- Drink, food, & labor costing.
- Front of House planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, recordkeeping, maintaining bar cost ratios, and bar menu development.
- Ability to motivate employees to work as a team to ensure that service meets appropriate standards.
- Good communication skills for dealing with diverse staff and patrons.
- Ability to coordinate multiple tasks such as beverage and labor cost while maintaining required standards of operation in daily restaurant activities.
- Ability to determine applicability of experience and qualifications of job applicants.



- Knowledgeable of back of house operations & the ability to cook on the line if the need arises.

Qualifications / Education / Experience / Licensing Requirements

Within your Resume and/or Cover Letter, please describe:

- Prior management experience
- Any relevant education, degrees, certifications, or licenses
- How you keep your staff motivated and accountable

Key Performance Indicators

- Keeps Executive Chef & Business Director promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
- Completes job responsibilities and performance objectives in a timely and effective manner.
- Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Financial success of the Zeitgeist Restaurant & Bar program including liquor, wine, beer, supply and labor cost ratios and revenue goals.
- Maintains a high level of customer satisfaction and cleanliness.

Job Status & Salary

This position is a full-time employee of Zeitgeist. Hours may vary if the manager must fill in for employees or if emergencies arise (typical work week = 40-50 hours). The annual starting salary for this position is \$45,000-\$55,000. Employment with Zeitgeist will be on an at-will basis, which means you and the company are free to terminate the employment relationship at any time for any reason. As an employee of Zeitgeist, you are also eligible for our benefits program, which includes medical and dental insurance, 3% of annual salary paid into a 401(k) plan, life insurance, a telephone allowance, paid time off, and other benefits.

To Apply

The position will remain open until filled by an appropriate candidate.

Please send via email to Stevie Twining, Administrative Manager, at stevie@zeitgeiststarts.com the following application packet:

- A cover letter, 1-2 pages, no longer than 2 pages
- CV or Resume
- Three professional references may be asked for in a future part of the consideration process