



Zeitgeist Restaurant & Bar Front of House Manager Job Description

Zeitgeist Center for Arts and Community

Job Purpose

The Front of House Manager works in partnership with the Restaurant General Manager & 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 and creation & management of bar menus. The FOH Manager ensures a welcoming and positive guest 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 Restaurant General Manager.

Front of House Manager Primary Duties & Responsibilities

General

- Oversee and manage Front of House operations and staff.
- Support Restaurant General Manager & 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 Restaurant General Manager & 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.
- Place bar 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 a welcoming & positive guest service in all areas.
- Servers as support to all team members to ensure successful service.
- Investigate and resolve complaints concerning food quality and service in collaboration with Restaurant General Manager.

Operational responsibilities

- Oversees and maintains 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 General Manager.
- Manage shifts which includes: daily decision making, scheduling, planning while upholding standards, product quality, and cleanliness.
- Schedules and coordinates events hosted in atrium and restaurant and ensures successful execution.

Personnel

- Provide direction to employees regarding operational and procedural issues in collaboration with the General Manager.
- 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 shifts for employees when absent & serve customers as necessary on busy nights.
- Oversee BOH operations when the General Manager is out to ensure successful service.

Community Involvement

- Support Business Director & General Manager 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.
- Marketing experience preferred but not required.

Qualifications / Education / Experience / Licensing Requirements

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

- Prior management experience
- Any relevant education, degrees, certifications, or licenses

Key Performance Indicators

- Keeps Restaurant General Manager 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 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 exempt 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-\$52,500. 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 the following:

- Medical and dental insurance
- Access to Zeitgeist's 401(k) plan, with employer contribution of 3% of annual salary after 1 year of service
- Life, Short Term Disability, & Long Term Disability insurance
- Telephone allowance
- Paid time off accrued at a rate of 1 hour earned per 21.67 hours worked

To Apply

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

Please send via email to Stevie Twining, Administrative Manager, at stevie@zeitgeistarts.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

About Zeitgeist

Mission: To use the power of connection and creative expression to shape our vibrant and shared future.

Vision: A community connected to creativity, sustainability, and inclusivity.

Zeitgeist Core Values:

- **Creativity:** Creative expression, cultural representation, and the arts can help build new connections across the diversity of society, and open up new opportunities for people to engage with their community.
- **Inclusivity:** Zeitgeist belongs to the community and its programming and operations should represent the entire community. Zeitgeist's work is about ensuring all members of the community can play a role in shaping the community's shared future and identity.
- **Sustainability:** A thriving community ensures environmental, economic, and civic resources and systems are managed so that their benefits will exist for generations to come.



Zeitgeist's goal is to build social systems in individuals, institutions, and the community that are committed to, and prioritize, creativity, inclusivity, and sustainability."

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. Nonetheless, we're committed to forward progress, and we're looking for applicants who see themselves as partners in this work.