

### **Position Summary:**

This is an energetic and dynamic entry level management position that will supervise the restaurant staff and report directly to the General Manager. The **Assistant Manager** will be responsible for the daily restaurant operations including maintaining the cleanliness of the Front of the House and assisting servers, hosts and bartenders on the floor during peak meal periods. The Assistant Manager will also be expected to engage with the guest daily; being the first point of contact for any guest opportunities.

Type: This is a full time entry level manager position (including evening and weekends)

### **CORE WORK RESPONSIBILITIES**

#### **Ensuring Exceptional Guest Service:**

- Handling guest opportunities and providing proper follow up
- Acting as a role model for guest hospitality and guest interaction
- Engaging with guests to create memorable experiences
- Empowering employees to great customer service
- Ensuring that all team members are delivering exceptional service in every contact; from the entry of the guest to the departure (e.g., greeting from host, speed and accuracy of order, fond farewell)

#### **Leading Restaurant Team:**

- Supervise the restaurant & taproom staff; including supervisors
- Managing day-to-day operations, ensuring staff is on time and prepared for the shift
- Creating daily pre-shifts; reviewing specials, highlighting guest comments and role-playing scenarios
- Create the schedule and review staffing levels so that guest services and the operational needs are being met
- Ensures staff is well educated on craft beer and what the brewery has to offer
- Complete weekly and monthly inventory tasks
- Ensure all staff are following food safety guidelines
- Responsible for ensuring that the restaurant is properly closed and prepared for the next shift
- Ensure all monies are counted and deposited; cash handling skill must be pristine

#### **Requirements:**

- Bachelor's degree, or equivalent work experience

- At least 5 years of restaurant experience and/or 3 years of managerial experience, preferred
- Demonstrates a passion for the culture of Craft Beer