



Front of House Manager El Encanto Restaurants

JOB TITLE: Front of House Manager
DEPARTMENT: Front of House Operations
SUPERVISOR: General Manager

JOB DESCRIPTION SUMMARY

The Front of House Manager at El Encanto is responsible for managing all front of house operations in a busy establishment. The FOH Manager oversees, directs, and coordinates the planning, organizing, training, and leadership of restaurant staff necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

PRIMARY RESPONSIBILITIES AND DUTIES

Primary

- Promote, work, and act in a manner consistent with the mission of El Encanto Restaurants and its Core Values.
- Ensure that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.

- Compile and balance cash receipts at the end of the day or shift.
- Perform various financial activities, such as cash handling, deposit preparation, and payroll.
- Supervise and participate in kitchen and dining area cleaning activities.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Control inventories of food, equipment, small wares, and liquor, and report shortages.
- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Specify food portions, production and time sequences, and workstation and equipment arrangements
- Forecast staff, equipment, and supply requirements, based on menu.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Be knowledgeable of restaurant policies regarding personnel.
- Perform personnel actions, such as hiring and terminating staff, providing employee orientation and training, and conducting supervisory activities, such as creating work schedules or monitoring employee clock ins/outs.
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Continually strive to develop staff in all areas of managerial and professional development.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.

- Perform some food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks when necessary.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services, such as waste removal and pest control.
- Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, and related tasks
- Attend all scheduled employee meetings and offer suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Greet and seat guests, and present menus and wine lists.
- Schedule use of facilities or catering services for events such as banquets or receptions, and negotiate details of arrangements with clients.
- Present bills and accept payments.
- Develop restaurant objectives, budgets, policies, procedures, and strategies.

TOOLS AND TECHNOLOGIES

- Cash registers
- Laser printers
- computers
- Point-of-sale terminals and workstations
- Calendar and scheduling software
- Table management or reservation software (Open Table)
- Data base user interface
- Electronic mail software (Microsoft Outlook)
- Inventory management software
- Office suite software (Microsoft Office)
- Point-of-sale software (Aloha Point-of-Sale)
- Procurement software
- Spreadsheet software (Microsoft Excel)

- Word processing software (Microsoft Word)The ability to bring innovation to develop and improve the methods that El Encanto organization

QUALIFICATIONS FOR THE JOB

Education:

Bachelor's Degree in Business or a related field required

Experience:

3+ years' experience in retail store management

Other:

Proven ability to create policies that generate profits
Strong interpersonal communication and negotiations skills
Ability to create and implement strong training programs

REQUIRED/NECESSARY SKILLS

Math and budgeting

Analytical skills

Basic Computer Skills/knowledge of Aloha and/or similar POS systems and ability to learn and master systems utilized by organization

Decision making

Speaking and Writing

Time management skills

Signature Approved By: _____

Date Approved: _____

Date Last Reviewed: _____

Last Reviewed By: _____