

Oak & Grain Restaurant at the Inn at Pleasant Lake

Join Our Team!! - We're Ramping Up for our Best Year Ever!

Position: Front of House Manager of Oak & Grain Restaurant

Exceptional Team Environment:

- Passion for providing guests with memorable experiences
- Collaborative, open to new ideas, like to have fun
- Value family and friendships and it shows in our work environment

Job Brief: Seeking Front of House Manager to run service at #1 fine dining restaurant

- Ensures guest satisfaction by anticipating guest needs and ensuring outstanding experiences
- Oversee the efficient operations of Service: train, supervise, and motivate staff
- Promoting quality of service and a sense of teamwork
- Operate seamlessly with the Back of House (kitchen) with smooth communication
- Monitor the quality of customer service and the all-round guest experience, maintaining a high standard of hospitality, service, personnel, appearance and cleanliness of dining room and bar as well as outside service areas
- Ensure that the restaurant is operating to local and state regulations: health, liquor, safety, DOL
- Service modes include: A la carte, 5-Course Tasting Prix Fixe, Chef's Whim, and Events

Responsibilities Overview:

- Set up and prep for service and dining room experience
- Ensure that all guests feel welcome and are given friendly, prompt service
- Maintain ambiance by controlling lighting, background music, table design, condition of room, monitoring food presentation and service (timing)
- Anticipate and/or resolve complaints in the moment, ensuring a positive resolution
- Motivate team to maximize sales, upsell, and optimize beverage sales
- Recruit, select, train, develop employees through performance expectations
- Set front of house schedule and communicate job expectations
- Personally assist in service, both in restaurant and bar, as needed or when schedule demands
- Manage all restaurant systems, reservations, table seating, POS, financials
- End of night close, ensuring accuracy with guest checks, cash receipts, gift certificates

Key Characteristics for Success:

- Superior customer services skills and a genuine passion for hospitality
- Ability to stay calm under pressure, ability to "think on your feet"
- Excellent managerial and communication skills, ability to build and lead an effective team
- Proficient in Microsoft Office, Reservations and POS systems, and relevant technology

Compensation Structure: Competitive Compensation based on candidate skills, full-time position requiring at least 36 hours per week. Must be preset Wed – Sun when restaurant is in operation.

If you want to join a fun team where you are appreciated, and your talents are used to provide the best experience possible to make people happy, we look forward to hearing from you!