

THE PASS

PROVISIONS

JOB DESCRIPTION: Floor Manager

Reports to: Ownership

JOB SUMMARY: Maintains efficiency of restaurant floor operations by maintaining guest satisfaction, continued staff training and other necessary tasks.

PRIMARY RESPONSIBILITIES

1. Floor Service
 - a. Ensure staff are completing opening and closing checklists in a timely and thorough manner
 - b. Detailed knowledge of food and beverage program (including reporting issues to the Wine Director and Chef/Sous Chefs when necessary)
 - c. Ensure that the service standards of the restaurant are met by each employee through continual coaching and guiding of staff based on standards set forth in the training manual.
 - d. Conduct daily pre-shift meetings, along with other managers, and ensuring that each FOH staff member has the appropriate and required *mise en place* for their shift.
 - e. Ensure that menus, wine lists, staff education and daily information sheets are complete and printed one half hour prior to each service daily.
 - f. Ensure the cleanliness and organization dining rooms, waiter stations, restrooms, office, storage areas, and host stand.
 - g. Take an active role in the all around training of new employees by assisting in maintaining proper training materials: updating menu/beverage descriptions, trainee quizzes and all new hire materials. As well as helping to oversee new hires progression through the training program.
 - h. In conjunction with other management, conduct regular staff training classes to maximize knowledge and sales

2. Guest Relations:
 - a. Successfully promote and publicize the brand
 - b. Understanding and utilizing Open Table as our booking tool
 - c. Touching tables in order to interact with guests in a positive manner to build relationships with guests of both The Pass, Provisions and Provisions Bar

- d. Maintaining updated guest information in Open Table Profiles; when needed creating dual profiles in both restaurants
 - e. Responding effectively to customer complaints in a manner that adheres to our policies
3. R&M:
- a. Assisting ownership and management in maintaining of the general appearance and upkeep of the restaurant and its' grounds.
 - b. Directing staff to maintain appearance of the restaurant and its grounds including weekly deep and daily items as needed
 - c. Maintain organized restaurant areas and knowledge of restaurant backstock
4. Smallwares & Disposables: Ensuring the proper items needed for daily operation are available and correct: this includes but is not limited to: silverware, paper goods, to go items, light bulbs, printer ribbons/paper for POS systems, etc.
5. Open and Close the restaurant as necessary while following specific company protocols.
6. Communication:
- a. Assisting in coordinating manager meetings when necessary via Google docs
 - b. Including all ownership on necessary emails
 - c. Including all managers on necessary emails or Hot Schedules messages
 - d. Communicating with staff via Hot Schedules
7. Office Administration
- a. Aloha
 - b. Open Table
 - c. Microsoft Word/Google Docs/Dropbox/Excel
 - d. Hot Schedules