



Title: Front of House Manager

Department: Front of House at Pickled Fish

Reporting Relationship: CEO > COO > VP of WA Operations > FOH Manager

Supervisory Relationship: Bar Manager > Assistant FOH Manager > shift leads > hourly staff

Pickled Fish restaurant is located in Long Beach, Washington atop the Adrift Hotel with expansive views of the Pacific Ocean. The menu features the very best from our local fishermen, foragers, farms, wineries, breweries and distilleries. Pickled Fish hosts live music most nights featuring fun bands primarily from Portland and Seattle.

We are searching for an exceptional leader to be a part of our team and lead the front of house. We like to work hard and have fun as we continue to grow. We are B Corp Certified and committed to a strong, positive culture and excellence in our food and service.

This individual must have previous leadership experience at a high volume restaurant. This is ideal for someone who has both managed and served (bartending a plus) in a restaurant and is enthusiastic about furthering a career in the industry. A smart, intuitive person with a positive attitude, a humble approach to new challenges, and a strong work ethic will thrive in this position. This person's main responsibilities are managing and supporting their teams and making sure that guests have an unforgettable experience.

DUTIES & RESPONSIBILITIES

- Maintain high staff morale in FOH.
- Create weekly schedules with help from the VP, Bar Manager, and Assistant Manager.
- Maintain positive and open communication between FOH and BOH and hotel staff.
- Monitor food and beverage quality, service and dining room performance.
- Work with HR manager on hiring needs, vacation requests, sick days, and employee relations.
- Evaluate performance of individual FOH staff members.
- Maintain and execute on training plans and ongoing training as needed.
- Communicate and document ongoing staff performance issues to HR.

- Work with HR to schedule regular reviews, raises, etc.
- Maintain POS system (Lightspeed).
- With VP, order and inventory all FOH supplies.
- Handle all guest concerns/complaints.
- Monitor and maintain a clean dining room, bars and service alley.
- Conduct regularly scheduled FOH staff meeting and shift lead meetings.
- Continue to fine tune the operation and look for ways that we can improve and grow.
- Ensure accurate clock-in and out times for staff daily and regulate over-time.
- Complete tip out process for payroll
- Communicate and work with Event coordinator regarding events.
- Work alongside Bar Manager on bar program.
- Oversee that all FOH equipment is kept clean and in excellent working condition.

MANAGER DUTIES

- Meet company budget and revenue goals (labor, beverage, food costs).
- Salary managers are expected to be on property at least 40-45 hours a week, unless otherwise specified in writing.
- You are expected to show up and be on time for each shift you are scheduled for, unless special situations have been discussed in writing.
- Salaried managers may need to work a few hours from home to answer emails/schedule/etc.
- Attend, contribute and lead regular management meetings.
- We use email as our primary form of communication. We expect all managers to check and respond to emails on days they work.
- At times a company phone is provided so that we are able to reach you during and after work hours. This is also a convenience for you to be able to reach your staff and management team.
- At all times you are expected to communicate in a respectful and appropriate manner with your manager, co-workers, employees and guests.

QUALIFICATIONS

- Minimum 2 to 5 years in management in a full service (table service with full bar) restaurant.
- A stable work history displaying longevity in positions.
- Must possess strong leadership and communication skills.
- Working knowledge of computer software and POS programs.
- Ability to manage and motivate personnel.
- Guest oriented and service minded.
- Able to handle difficult guest situations with ease and de escalate..
- Able to work ten hour-plus shifts, with extensive standing/walking.
- Ability to lift materials and/or product up to 50 pounds or more.
- Interest in bar inventory and craft cocktail knowledge a plus.

As an employee of the Pickled Fish restaurant and the Shelburne pub your well-being is an essential priority. We offer comprehensive benefits including: medical coverage, Teladoc, an IRA, Employee Assistance Program, gym benefits, meal points, free stays in our hotels, discounts and more.

Average time spent in operations	32-35
Average time spent on admin duties	6-8
FLSA (overtime eligibility)	Exempt
Physically Demanding	Yes (70% of role)
Customer Facing	Yes (90% of role)
Weekend and evening shifts	Yes