



Title: Front of House Assistant Manager

Department: Front of House at Pickled Fish

Reporting Relationship: CEO > COO > GM

Supervisory Relationship: 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 individual to be a part of our Front of House leadership team. 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 hotel restaurant (not necessary but a plus), that understands the dynamics involved as well as being 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. As the Front of House manager, your primary role will be in ensuring the highest levels of guest satisfaction. This will be achieved through working hand in hand with the Pickled Fish team to make sure all expectations are met.

DUTIES & RESPONSIBILITIES

- Promote and support a high staff morale in both FOH and BOH Staff..
- Communicate proactively by providing daily passdowns
- Maintain positive and open communication between FOH and BOH and hotel staff.
- Monitor food and beverage quality, service and dining room performance.
- Communicate with GM on hiring needs, vacation requests, sick days, and employee relations.
- Coach and council in the moment to address issues and concerns within the department.

- Evaluate performance of individual FOH staff members and perform necessary coaching as needed.
- Execute the training plan provided by GM.
- Be prepared to assist in floor control and support
- Communicate and document ongoing staff performance issues to HR.
- Maintain POS system (Lightspeed).
- Communicate ordering needs and inventory to Ops Manager.
- Handle day of all guest concerns/complaints.
- Monitor and maintain a clean dining room, bars and service alley.
- Be a part of regularly scheduled FOH staff meetings and shift lead meetings.
- Participate in the development of new programs and standards.
- Takes ownership of the restaurant and its spaces.
- Ensure accurate clock-in and out times for staff daily and regulate over-time.
- Oversee that all FOH equipment is kept clean and in excellent working condition.
- Foster a positive culture throughout all operations.

MANAGER DUTIES

- Meet company budget and revenue goals (labor, beverage, food costs).
- Be hands on, leading from the front. Support by participating in all activities though all areas. Be available to support FOH as well as BOH needs.
- Salary managers are expected to be on property at least 40-45 hours a week as a standard, increased hours possible to meet business demands.
- 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.
- Uphold all standards and expectations outlined in the Adrift Hospitality Employee handbook.
- Be Guest Service focused.
- Be willing and able to take on tasks and assignments passed down by the GM
- Contribute to the overall success of the department by taking ownership and team development.

QUALIFICATIONS

- Minimum 2 to 5 years in management in a full service (table service with full bar) restaurant. (Hotel Restaurant a plus)
- 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 service orientated.
- Able to handle difficult guest situations with ease and de escalate..
- Able to work ten hour-plus shifts, 8 hours being the standard day, with extensive standing/walking.
- Ability to lift materials and/or products up to 50 pounds or more.
- Interest in bar inventory and craft cocktail knowledge is a plus.
- Positive “yes” attitude
- Open availability. Able to work all days and time periods, including all holidays and weekends.
- An understanding of team dynamics with multiple personality types and skill levels.

As an employee of the Pickled Fish restaurant 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	35-40
Average time spent on admin duties	0-5
FLSA (overtime eligibility)	Non-Exempt
Physically Demanding	Yes (70% of role)
Customer Facing	Yes (90% of role)
Weekend, Holiday and evening shifts	Yes