



Hotel Cerro Job Description

Position Title: Restaurant Floor Manager

Lines of communication: **Reports to:** F&B Manager, Assistant F&B Manager

Responsible for: Overall F&B Service Operations

Liaises with: Servers, Support Staff, Head Bartender, Event Coordinator, Executive Chef, Kitchen Staff, Hotel Staff

Position Summary:

The Restaurant Floor Manager is responsible for managing the floor staff with a hands-on management style (touch every table, and assist where you are needed on the floor, etc) and maintaining complete guest satisfaction through continuous dynamic scheduling and close coordination with the kitchen and hotel staff.

Duties and Responsibilities will include but not be limited to the following:

- Schedule shifts
- Call in employees when there is a gap in coverage
- Monitor quality of food and service
- Follows operational policies and procedures including those for cash handling, food safety and security
- Overall responsibility for initial and on-going training and supervision of service, bar, support and host staff
- Immediately respond to employee issues to minimize impact on service
- Maintain tight control of time and attendance
- Monitor inventory
- Meet regularly with F&B Manager and Assistant F&B Manager to review feedback, inventory, and plan for each week
- Interact regularly with guests to gauge satisfaction, mediate potential issues and solicit feedback
- Maintain logs of staff communications, restaurant business levels and all significant events

- Review daily arrivals, VIPs, special requests, group needs, room assignments and coordinate with appropriate departments to meet the needs of guests
- Monitor reservations, BEO's, and special requests
- Tally receipts and monitor cash drops
- Monitor employee issues to report back to F&B Manager and Assistant F&B Manager
- Additional responsibilities as needed

Prerequisites:

- Must be highly organized
- Warm, hospitable approach to engage guests
- Maintain a high level of morale and productivity
- Maintain regular and consistent attendance and punctuality
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
- Carry themselves professionally, be agile and maintain composure in a fast-paced environment
- Have strong time-management and delegation skills
- Possess good problem-solving skills and sound judgment
- Ability to direct the work of others
- Ability to learn quickly
- Strong verbal and written communication skills (Multi-lingual is a plus)
- Working knowledge of classic and modern service standards
- Knowledgeable of Central Coast wines, classic and craft cocktails, beer styles
- Knowledgeable of pan-European cuisine
- Able to endure long periods of standing, walking and lifting up to 45lbs

Education

- Knowledge of wine helpful, but not required
- Food Handlers Certificate (Manager's version) at the time of hire

Experience

- +3 years of experience as a Manager in a full-service restaurant (Preferred)
- Knowledge of full bar, service etiquette and timing
- +1 year previous experience working in a supervisory role with cash handling responsibility in the service or food industry or equivalent related experience and training
- Some experience in programming and maintenance of server-based point of sale systems