

**Position Description**

 **Title:** AssistantRestaurant Manager **Department:** Food and Beverage

 **Reports to:** Restaurant Manager **Date Issued:** June 2018

 **FLSA Status:** Non**-**Exempt

**Position Summary:** The Assistant Restaurant Manager assists the Restaurant Manager to direct and supervise the Front of House operations of Maestro’s Restaurant, Maestro’s Café and Maestro’s On the River. The Assistant Restaurant Manager will take a role as a leader in providing excellent customer service, directing the staff, achieving sales and labor objectives of the budget. The Assistant Restaurant Manager will need to lead and train quality employees and achieve operational excellence of the restaurants by building sales and providing the highest quality of customer service.

**Primary Duties and Responsibilities:**

Management

* Assists with ensuring the successful operations of Maestro’s Restaurant, Maestro’s Café, and/or Maestro’s On the River.
* Supervises and assists in the execution of Maestro’s Opening and Closing Duties checklist.
* Ensures patrons receive superior service.
* Assists Restaurant Manager with the orientation and training of new restaurant staff and continued education of existing staff throughout the season.
* Recommends new ideas to better service our patron and increase productivity.
* Ensures a professional and uniform appearance of the restaurant staff in accordance with the uniform code.
* Responsible for up-to-date training of staff including, but not limited to, POS, liquor/beverage knowledge, and a la carte operations.
* Assists with evaluating the performance of restaurant servers, hosts, bussers, and restaurant bartenders and makes recommendations for improvement to the Restaurant Manager.
* Encourages upselling from staff through training and optional incentives throughout the season.
* Reviews and plots daily reservation list from Tessitura and coordinates table arrangements, staffing, and food preparation accordingly.
* Reviews any VIP tables or special requests with the Restaurant Manager and Executive Chef.

Professionalism

* Uses professional knowledge and skills, both technical and managerial, to ensure highest level of patron and guest satisfaction.
* Maintains a high standard of cleanliness and order in dining areas.
* Addresses customer concerns quickly and decisively with a strong focus on customer service. Communicates any issues to the Restaurant Manager and/or Executive Chef for further consultation, if necessary.
* Approaches all encounters with guests and employees in a friendly and service-oriented manner.
* Develops a sense of accuracy and urgency in the restaurant and café staff.
* Maintains high standards of personal appearance and grooming which includes wearing the proper uniform and name tag when working.

Administrative

* Completes daily paperwork neatly and accurately to ensure the appropriate allocations.
* Manages the timely arrival and departure of staff members through effective scheduling.

Other

* Receives direction from the department heads.
* Makes recommendations on restaurant improvements including but not limited to quality of service, menus, presentation, and equipment needs.
* Assists the Restaurant and Beverage Manager in the development of an evolving beverage menu to include wines, specialty drinks, and appropriate pricing.
* Other duties as assigned by the Restaurant Manager and/or General Manager of Food and Beverage.

**Supervisory Responsibilities:**

This position assists the Restaurant Manager with supervising the restaurant staff.

**Core Competencies:** Standardized job requirements for an individual to properly perform this job.

*Integrity* – Demonstrates honesty and ethical practices in all work-related activities according to policies and procedures with or without supervision.
*Accountability* – Takes ownership for deliverables and actions and contributes value to the organization.
*Communication Effectiveness* – Conveys thoughts and ideas effectively through written and verbal communication, listens for understanding, and is able to give and receive constructive feedback.
*Collaboration and Support of Diversity* – Works effectively with others to achieve a shared goal and puts the interest of the organization above one’s own.
*Customer Service (Internal/External)* – Makes the internal/external customer central to all thinking and consistently creates value for the internal/external customer.

*Results Driven and Solution Oriented* – Consistently delivers results that meet or exceed expectations and identifies problems early while taking appropriate action to minimize work disruptions.
*Organizational Knowledge* – Expands knowledge of the organization beyond one’s immediate unit/department to support the mission and core values of the Center.
*Self Awareness and Personal Development* – Understands the impact of one’s own actions on the organization and others and demonstrates desire, drive, and responsibility to acquire knowledge and skills necessary to perform job more effectively.

*Provides Leadership* – Demonstrates ability to create a positive working environment that inspires commitment to achieving organizational goals and values.

*Business Practices* – Utilizes methods that result in effective business operations, including budget planning and management, input on strategic planning and implementation to meet deliverables (as appropriate), risk management, and adapting to changes to maintain business continuity.

*Resource Management* – Strategically utilizes resources, including human, financial, knowledge, data, and technology.

**Minimum Qualifications (Knowledge, Skills, and Abilities):**

* Proficient computer experience with Word, Excel, Outlook, and Point of Sale (POS) operating systems.
* Ability to effectively lead, motivate, and relate to staff, peers, and clients.
* Ability to project a professional demeanor and appearance.
* Professional and effective communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
* Ability to work well and maintain composure in stressful situations.
* Effective problem solving, organization, and time management skills.
* Good interpersonal skills and the ability to work well in team environments.
* Knowledge of room arrangements and standard table settings.
* Basic knowledge of dining room and service procedures and functions.
* Ability to effectively present ideas and conduct training sessions and pre-shift meetings with staff.
* Basic math skills and the ability to accurately handle cash transactions.
* Availability to work evenings, weekends, and some holidays, as required. Excellent attendance is required with schedule flexibility.

**Education and Work Experience:**

High school diploma or GED equivalent preferred.

At least one year of prior supervisory experience in a full service, high volume restaurant.

Catering experience preferred.

Multi-outlet facility experience preferred.

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions.*

* While performing the duties of this job, the employee is regularly required to reach with hands and arms, and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel. The employee is required to stand for long periods of time (minimum of five hours) and move frequently throughout the restaurant. The employee must be able to safely lift and easily maneuver trays of food which frequently weigh up to 40 pounds.

**Work Environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions.*

* The noise level in the work environment is usually moderate.

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| **Employee Signature:** |  | **Date:** |  |