



Job Title: Manager

Company Name and Location: Grassa 6 7000 NE Airport Way

Reports To Elise Benassi

Employment Type: Full-time Exempt

Base Compensation: Salary \$72,000

Bonus Compensation: \$6000

Working Conditions & Physical Demands:

- Fast-paced and high-pressure environment, especially during peak dining hours.
- Exposure to heat, steam, and varying temperatures in the kitchen and dining areas.
- Standing and walking for extended periods, as well as frequent movement throughout the restaurant.
- Interaction with customers, staff, and suppliers requiring excellent communication and interpersonal skills.
- Ability to work flexible hours, including evenings, weekends, and holidays, to accommodate operational needs.
- Potential exposure to noise levels, including kitchen equipment, customer conversations, and background music.
- Adherence to strict food safety and hygiene standards, including handling of cleaning chemicals and potential exposure to allergens
- Lifting and carrying moderate to heavy items, such as supplies, equipment, or inventory up to 80 pounds.
- Bending, stooping, and reaching to access storage areas, equipment, or low shelves.
- Manual dexterity and fine motor skills for tasks such as handling cash, operating POS systems, or adjusting equipment settings.
- Stamina and endurance to sustain energy levels throughout long shifts and busy periods.
- Visual and auditory acuity to assess and monitor the restaurant environment, observe staff performance, and identify any safety or operational concerns.
- Ability to handle stress and multitask effectively in a dynamic and demanding work environment.

Position Summary

As the FOH Manager, you will play a pivotal role in ensuring the smooth functioning of the establishment and creating a positive dining experience for our guests. This is a leadership position that requires strong managerial, organizational, and interpersonal skills, as well as a passion for delivering exceptional customer service.

Primary Duties and Responsibilities

- Oversee all aspects of the restaurant's day-to-day operations, ensuring adherence to established standards, procedures, and policies.
- Manage all employee staffing needs (including, but not limited to): scheduling, interviewing, performance reviews, disciplinary actions, dress code compliance, Grassa handbook
- Auditing all FOH & BOH timecards
- Bi-Weekly Payroll Preparation
- proper sick time use documentation for hourly employees
- Maintain high standards of cleanliness, hygiene, and food safety within the restaurant.
- Manage and optimize resources, including staff scheduling, inventory control, and cost management.
- Develop and implement efficient staffing schedules to meet operational needs.
- Monitor and control inventory levels, minimizing waste and ensuring adequate supplies.
- Recruit, hire, train, and supervise a competent and motivated team of restaurant staff.
- Conduct interviews and select qualified candidates for various roles.
- Provide comprehensive training programs to new employees and ongoing training for existing staff.
- Ensure exceptional customer service by setting high service standards and training staff accordingly.
- Interact with guests, handle complaints, and resolve issues to guarantee a positive dining experience.
- Continuously seek feedback from customers to improve service, menu offerings, and overall guest satisfaction.
- Analyze financial performance, identify areas of improvement, and implement strategies to enhance profitability.
- Maximize revenue opportunities by implementing effective marketing and sales strategies.
- Ensure the quality and consistency of food and beverage offerings, adhering to standardized recipes and presentation guidelines.
- Control of COGS and Labor
 - Maintain a FOH hourly labor percentage of 5%
 - Maintain a beverage cost of 23%

Secondary Duties and Responsibilities

- Foster a positive work environment that encourages teamwork, collaboration, and excellent customer service.
- Promote a culture of mutual respect, open communication, and professional growth among the staff.
- Delegate tasks and responsibilities to other managers or team members as appropriate.
- Address employee concerns, conflicts, and disciplinary matters in a fair and timely manner.
- Receiving product and check writing
- Mediate and resolve conflicts within the team, fostering a harmonious work environment.
- Implement disciplinary measures, following established protocols and legal requirements.
- Monitor and analyze key performance indicators (KPIs) to identify areas for improvement and implement effective strategies.
- Utilize data and analytics to assess the restaurant's performance and make informed business decisions.
- Collaborate with the management team to develop action plans based on performance trends.
- Collaborate with suppliers and vendors to ensure timely delivery of quality products at competitive prices.
- Establish and maintain positive relationships with suppliers.
- Monitor supplier performance, resolve issues, and explore new sourcing opportunities.
- Stay updated with industry trends, new technologies, and best practices, implementing innovative ideas to enhance operations.
- Beverage inventory on monthly basis

Skills and Qualifications

- Previous experience as a Floor Manager or in a similar leadership role within the restaurant industry.
- Strong knowledge of restaurant operations, including front-of-house and back-of-house functions.
- Excellent leadership, communication, and interpersonal skills.
- Proven ability to effectively manage and develop a diverse team of restaurant staff.
- Sound financial acumen with experience in budgeting, cost control, and profit maximization.
- Exceptional customer service skills and a commitment to creating a memorable dining experience.
- Ability to work in a fast-paced environment, multitask, and make quick decisions while maintaining attention to detail.
- Familiarity with food safety regulations and health codes.
- A degree in hospitality management or a related field is desirable but not mandatory.

Benefits

- Quarterly Bonus (effective 4 Quarter 2024)
 - o \$750 FOH hourly labor at or below 5%
 - o \$750 Beverage Cost at or below 23%
 - Bonuses paid 6 weeks after close of quarter (Eligible 4th Qtr. 2024)
- Health Care Fully Paid by Employer
- 50% food discount for you and one guest at participating ChefStable restaurants
- 10 days PTO
- \$1200 per year cellular phone reimbursement
- \$1200 per year transportation stipend
- Free Dash Pass thru Doordash

EEOC Statement

As an equal opportunity employer, we are committed to fostering and celebrating an environment of diversity and inclusion, one that represents and supports the diverse cultures, perspectives, and experience of our staff. Our company has a zero-tolerance policy towards hate speech, racism, homophobia, and all other forms of discrimination. We are committed to creating a workplace environment that is inclusive and respectful of all individuals, regardless of their race, gender, sexual orientation, religion, or any other personal characteristic. Any form of discrimination, including offensive language or behavior, will not be tolerated. All employees are expected to conduct themselves in a professional and respectful manner towards their colleagues. Violations of this policy will result in appropriate disciplinary action, up to and including termination