

Pine Mountain Lake Association Job Description

Job Title: Floor Manager, The Grill
Job Code: 60
Employee Name:
Department: The Grill
Location: Country Club
Reports To: The Grill Manager
FLSA Status: Exempt
Prepared Date: 07/20/2020 sm
Salary Level:

SUMMARY

When the Grill Manager is not present, The Floor Manager ensures that "THE GRILL" operates efficiently and profitably while maintaining excellent reputation and distinguishing character. The Floor Manager must coordinate a variety of activities. He/She is responsible for the business performance of the restaurant, bar and golf snack shack, as well as maintaining high standards of food, service, as well as health and safety. Restaurant management combines strategic planning, shift pattern organization and day-to-day management activities. As a key role within the hospitality sector, restaurant management may be fast-paced, highly demanding and very rewarding.

Assist in managing the restaurant operations in a cost effective manner as set forth in the operating budget. Manages and directs food, bar, golf snack shack, special events and catering service activities of establishment by performing the following duties personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Floor manager who directs operations of the Grill with the Head Chef, Bar Manager, Dining Room Captain, Golf Snack Shack Supervisor and other personnel to plan menus.
- Responsible for meeting and greeting customers and organizing table reservations.
- Investigates and resolves food quality and service complaints.
- Responsible for the overall ambiance of the Dining Room and Lounge when on duty.
- Inspects food and food preparation to maintain quality standards and sanitation regulations.
- Expected to operate in a professional manner not undermining the subordinate supervisors and staff; The Grill Manager; General Manager; or Board of Directors.
- Maintain confidentiality on matters relating to the internal operations as well as personnel of The Grill.
- The Floor Manager must follow the chain of command. Discuss situations with The Grill Manager before discussing them with The General Manager or Human Resources (other than illegal activities covered by related laws).
- Regular, punctual attendance is required.
- Other duties may be assigned.

GENERAL DUTIES

- Schedule bar staff, entertainment and other activities related to the 19th Hole Lounge.
- Assist with Weekly and/or Monthly Inventories.
- Resolve customer complaints about food quality or service.
- Direct cleaning of kitchen and dining areas to maintain sanitation standards, and keep appropriate records.
- Monitor actions of staff and customers to ensure that health and safety standards and liquor regulations are followed.
- Maintain employee records, prepare payroll records, and/or monitor bookkeeping records.
- Inspect equipment. Arrange for maintenance and repair of equipment and other services.
- Balance sales, deposit receipts, and lock facility at end of day.
- Review scheduled work hours for servers and kitchen staff in accordance with budget.
- Attend any management staff training when required.

- Make decisions and solve problems concerning menus and staff on POS System.

SUPERVISORY RESPONSIBILITIES

- Manages four subordinate supervisors who supervise a total of 20-25 employees in the bar, restaurant, kitchen and Golf Snack Shack areas.
- Responsible for the overall training, direction, coordination, and evaluation of these employees.
- Responsibilities include interviewing, hiring (on approval of The Grill Manager and GM), and training employees; planning, assigning, and directing work; reviewing performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Prefer minimum four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, managing procedures, or health and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to speak effectively before groups of managers, property owners and the general public.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of accounting principles. Ability to apply concepts such as fractions, percentages, portion controls, costs and related procedures to practical situations.

OTHER SKILLS AND ABILITIES

Computer skills, Microsoft Office, POS system

CERTIFICATES, LICENSES, REGISTRATIONS

ServeSafe Food Handler certification.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or smell. The employee is frequently required to sit, climb or balance; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must be able to lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee frequently works near moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

Employee shall work well under pressure; meet multiple and sometimes competing deadlines. Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.