

Pine Mountain Lake Association Job Description

Job Title: Front of House Lead

Job Code: 60 & 61

Department: The Grill

Location: Country Club

Reports To: Food & Beverage Director

FLSA: non exempt

Prepared Date: 4/16/2024 aw/sa

SUMMARY

The Front of the House Lead is to assist the management team with planning, organizing, training, and leadership of the restaurant, bar, all special events and caterings. The Front of the House Lead will work closely with The Food & Beverage Director, Event Coordinator, Bar Lead, and Executive Chef to ensure orderly business of the restaurant, bar, special events and golf tournaments. When upper management is not present; the Front of the House Lead ensures The Grill operates efficiently and effectively while maintaining great customer service and profitability.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- The Front of House Lead must be able to work all front of house positions efficiently and effectively when needed (serve, bus, host, and bartend)
- Performs The Grill administrative duties by answering phones as well as performing other administrative duties that may be assigned.
- Balance daily sales, deposits, and employee tips.
- Responsible for meeting guests and organizing reservations.
- Investigates and resolves issues with food quality or service complaints.
- Work closely with management team to oversee events, entertainment, and other activities related to The Grill.
- Monitor habits of all staff to ensure health and safety standards, as well as liquor and food regulations.
- Inspect restaurant, kitchen, and snack shack for maintenance and communicate effectively with upper management for repairs.
- Ensure that all guests feel welcome and are given responsive and friendly service by all staff.
- Communicate with all FOH and BOH staff to ensure proper execution of functions for social events, special events, and golf tournaments.
- Work hands on with staff to ensure service is up to standards.
- Effectively and regularly communicate with all staff on expectations and service goals.
- To assist upper management with overseeing training, development, coordination, and direction of all staff, including assisting with annual evaluations of all employees.
- Assist upper management with developing, implementing, and ensuring restaurant polices, standards, training programs, and guidelines are followed and effectively articulated to staff.
- Must be available to work a flexible schedule consisting of; days, nights, weekends, and holidays.
- Regular and punctual attendance required.
- Other duties may be assigned

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. Must be able to work nights, days, holidays, and weekends.

CERTIFICATES, LICENSES, REGISTRATIONS

ServSafe Food Handler certification

EDUCATION and/or EXPERIENCE

Prefer 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 speak effectively before groups of managers, property owners and the public.

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

- Ability to operate specific equipment associated with food and beverage services.
- POS and credit card machine knowledge
- Cash handling
- Must have strong communication skills

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 may be 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.