

Restaurant Front of House Manager

Zeal – Food for Enthusiasts, Boulder

SUMMARY

At Zeal, we pride ourselves on delivering the highest quality food and an exceptional dining experience at an approachable cost. We have been operating in Boulder since 2013, including our restaurant, a food cart at the Boulder Farmer's Market, and a food truck. We serve scratch-made, locally sourced and organic cuisine that is inspired by world flavors, with options that everyone can enjoy.

The Front of House Manager is responsible for managing the daily front-of-house operations at Zeal. In addition, they will work with the head chef to manage inventory and assist in the ordering of food and supplies, optimize profits and ensure that guests are satisfied with their dining experience. The Front of House Manager reports to the founder and CEO.

ESSENTIAL FUNCTIONS

Primary responsibilities include:

General

- Oversee and manage all front of house operations at the restaurant

Financial

- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.

Food safety and planning

- Enforce sanitary practices for food handling, general cleanliness, and maintenance of bar and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- ServSafe certification is a plus, but can be completed upon acceptance of this position.

Guest service

- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.

Operational responsibilities

- Ensure that proper security procedures are in place to protect employees, guests and company assets.
- Ensure a safe working and guest environment to reduce the risk of injury and accidents. Complete accident reports promptly in the event that a guest or employee is injured.
- Manage front of house shifts, which includes: daily decision making, scheduling and planning while upholding standards, product quality and cleanliness.
- Ensure adequate staffing for cashiers at Boulder Farmer's Market and food truck, and for catered events as needed.

- Investigate and resolve complaints concerning food quality and service.

Personnel

- Interview and hire hourly front of house employees. Supervise, develop and, when necessary, terminate employees.
- Conduct orientation, explain the Zeal mission and oversee the training of new front of house employees.
- Maintain an accurate and up-to-date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.

QUALIFICATIONS

- 4+ years of front of house restaurant experience.
- Front of house management experience is a big plus.
- Knowledge of computers (MS Word, Excel, Quickbooks).
- Proficient in the following dimensions of restaurant functions: food planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, recordkeeping, and preparation of reports.
- Must be eligible to work in the United States.
- Must agree to background and credit check.

PERSONAL REQUIREMENTS

- Self-disciplined, willing to take initiative, provide leadership, and represent our restaurant and brand in an exemplary manner.
- Ability to motivate employees to work as a team to ensure that service meets appropriate standards.

WORKING CONDITIONS

- Hours may vary if manager must fill in for his/her employees or if emergencies arise (typical work week = 40 hours).
- Ability to perform all front of house functions and attendance at catered events when needed.
- Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.
- Work with hot, cold, and hazardous equipment as well as operate phones, computers, copiers and other office equipment.

COMPENSATION

This position is paid hourly at \$22-25/hour, based on qualification. After 9 months, the front of house manager will be awarded 3 paid vacation days, increasing to 5 after year two, and become eligible for bonus pay.

Send your resume to Wayne Jester, [wayde\[at\]zealfood.com](mailto:wayde[at]zealfood.com), with a statement letting us know why you're a great fit for this position.