



## **Restaurant Service Manager - Restaurants**

**Reports to:** General Manager Restaurants

**Selection:** Application and interview process includes but is not limited to: Education, Oral Interview, Past Job Performance, Background Check, and On-Call Availability.

### **Nature of Work**

The Restaurant Manager leads, directs, trains and motivates a staff of employees to serve and present freshly prepared food & beverage services in a full-service restaurant with a roof top experience. The Restaurant Manager ensures the needs of our guests, clients and all team members are met while espousing the values and goals of the Von Braun Center. The Service Manager promotes positive relationships with all team members, vendors, clients, community leaders and organizations. Work is performed in a full-service restaurant with a festive rooftop experience and catering environment. Work schedule is based on volume and includes a variety of days, nights, weekends, and holidays. Days off will vary. This is mainly a night position and requires the manager to close the restaurant operations on a regular basis.

### **Examples of Work**

Works with service, beverage and culinary team to coordinate proper execution in a full-service kitchen and restaurant environment. Many times, anticipated business and restaurant traffic flow is associated with other events in the VBC and the surrounding community. The Restaurant Manager must be able to consistently lead a trained team while professionally creating harmony and thrive in an exciting high-volume load-up environment.

### **Physical Requirements**

The position requires walking, stooping, lifting, ability to climb stairs, use general hand tools, push and pull carts, heated cabinets and operate small machinery. Candidate must be able to work quickly in a fast-paced environment and lift 30 pounds. Must be able to use a touch sensitive point of sale system.

### **Duties and Responsibilities**

- Create and manage a healthy, clean food & beverage environment that consistently serves items according to the specified menus.
- Plan, design and coordinate initial and ongoing service for the VBC Restaurant menu with the direction of General Manager.
- Assist with menus, service and direction of catered events as needed for the restaurant.

- Leads and Supervises, trains and coaches skilled, semi-skilled and un-skilled workers engaged in the preparing, executing in a fast pace environment that is event driven with a variety of freshly prepared food & beverage menu items.
- Assist in creating and following service training programs for restaurant. Assist in training all team members a responsible, cost effective, unique liquor, beer, wine & non-alcoholic beverage program to complement the full-service restaurant and roof top bar.
- Provide proper, professional and consistent direction where all team members, guests and vendors feel valued and welcome.
- Identifies, budgets, forecasts and controls labor costs and other related expenses as assigned.
- Ensure staff performs all duties in a professional and timely manner.
- Completes other work as assigned.
- Interact comfortably with clients and VBC staff using good judgment and tact.

#### Qualifications

- 4-year college degree or equivalent is preferred. But relevant work experience will be considered.
- Identifiable leadership skills that demonstrate the ability to train, motivate and direct skilled and unskilled labor to produce quality events.
- Identifiable communication skills that demonstrate the ability to interact with clients, facility staff and vendors in a positive manner in stressful situations.
- Verifiable education and experience that demonstrates the ability to write, use basic computer programs, interpret documents, evaluate financial information, and organize oneself and others.
- The ability to coach, counsel, and motivate a staff of employees to produce the work required without constant supervision.
- Candidate must be well versed with Computer Office Products including but not limited to Excel, Word and other products as needed.
- Knowledge of Madison County Health Department rules and regulations as demonstrated by the attainment of a Serve Safe Food Manager's Certification within 90 days of employment scoring 85 or above.
- Knowledge of Alabama Beverage Control rules and regulations as demonstrated by the attainment of a Responsible Vendor Training Certificate within 90 days of employment.
- Knowledge of basic accounting principles including menu costing, event costing, event forecasting, price negotiation, and value principles.
- Must have a Valid Driver's License.
- Must be able to take direction and delegate responsibilities.