

FRONT OF HOUSE STAFF MANAGER

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PARTYMAN CATERING CORE VALUES

Happiness | Respect | Teamwork | Success | Passion | Relationships

KEY COMPETENCIES

- Understands and demonstrates Partyman's Core Values
- Customer service-focused
- Excels at leading a team
- Performance management
- Training and developing people
- Scheduling and action planning
- Strong interpersonal communication skills

JOB DESCRIPTION

The Front of House Staff Manager is responsible for building and leading a team of positive, team-oriented, and customer service-focused event staff including lead servers, servers, bartenders, and event kitchen staff. Leading by example, the FOH Manager resonates and instills the Partyman culture to their team. They are responsible for all aspects of managing and developing a team to ensure it is made up of the most knowledgeable people who deliver exceptional and above-average service and a flawless event experience for guests that only Partyman can deliver. They manage and execute hiring, training, scheduling, and developing their team, providing timely feedback and championing the Partyman core values.

PRIMARY DUTIES & RESPONSIBILITIES

Hiring

- Leads and participates in the recruitment process of all new event staff and employees. Such as attending job fairs and open houses, placement of ads, marketing campaigns among other various means.
- Serves as primary person when interviewing event staff, playing an active role in the development and improvement of the hiring process.
- Ensures new hires integrate systematically, following onboarding guidelines ensuring a positive onboarding experience. (Meet and Greet, on-boarding paperwork, etc.)

Training

- Trains and develops team members short and long term through newly developing and existing methods.
- Reinforces an environment of ongoing improvement and open-mindedness.
- Assists in the production and development of training materials.
- Shares any training documentation with the training coordinator after events.

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Scheduling

- Strategically schedules event staff, considering all factors to best utilize team talents to create amazing client and guest experiences.
- Forecasting — collaboration with logistics department, long and short term.
- Staffmate — placement of specific staff to ensure the strongest overall team for performance and cohesiveness.
- Ensures “finalized” D/B is as accurate! Non Negotiable.
- Coordinates chef event schedules with executive Chef
- TimeStation — recording, and accuracy on Monday (staff arriving on-site, ID, did not work, etc.).

Events

- Handles scheduling issues on and off event days, ensuring events are fully staffed and set up for success.
- Communicates staff schedule changes. Discuss details- who and how.
- Works on-site at events, serving as primary lead server often and during the off-season.
- Collaborates with team on complex event scheduling.
- Prepares event materials and important information for Leads before events. Send specifics for pre-event paperwork on Wednesday before event weekend.
- Ensures set up notes are completed/included with binders.
- Assists leads in facilitation of staff in and out to events on event day.
- Adequately plans and prepares for staff call-offs, staffing changes, and the effects of it happening in advance. Foresight and a strong game plan are crucial.
- Ensures changes in staffing, scheduled times, ride-sharing, etc. are communicated to the correct people based on the circumstances.
- Ensures everything is organized and ready for event day and Leads including boards, binders, resources, computers, uniforms, keys, and the like.

Employee

- Builds and maintains strong interpersonal relationships with your team and other departments through genuine connections. Resulting in increased morale, retention, return staff, and performance.
- Promotes a positive, team-oriented, and professional atmosphere with a focus on the values and guiding principles of Partyman.
- Manages ongoing event staff communications including availability, time-off requests, personnel matters.
- Provides timely and actionable feedback for employees through ongoing review, both positive and constructive.
- Manages event staff documentation (files, sorts, paperwork, etc.).
- Moderates Partyman Staff Facebook and other social media pages to foster and maintain a rich company culture.
- Optimizes event days to connect with event staff and build relationships.
- Organizes Team Building Activities/Events (with Committee)
- Utilizes surveys and suggestions from employees to collect useful information to enhance employee- and operation-facing items.
- Fosters strong inter-company relationships.
- Manages ongoing uniform needs- aprons, name tags, chef coats, etc.

General

- Maintains an open line of effective communication and availability with other directors and departments.
- Flexibility in primary job description as the position develops.
- Effectively communicating necessary information between directors, departments, and owner.
- Follow-up with Leads on content for social media after events.
- Cross-training and working in other departments as position demands shift seasonally.
- Participating in all staff-related functions and Partyman involved community events.

JOB SKILLS, EXPERIENCE, & REQUIREMENTS

- Associates degree or equivalent experience.
- Experience leading a team.
- 3 or more years of customer service experience, preferably in a catering or restaurant operation.
- 1 or more years of event execution experience.
- Valid Driver's license.
- Ability to work in a standing position for long periods of time.
- Ability to lift up to 25 pounds frequently and independently along with the ability to lift up to 100 pounds with another team member.

COMPENSATION

Range hourly or salary, depending on experience.

Tipping eligible when working events.

Benefits: Eligible after 90 days of employment with Partyman LLC.

- 50% reimbursement of health coverage for a single plan.
- 3% IRA retirement match, if interested.

SCHEDULE REQUIREMENTS

Schedule may fluctuate seasonally and based on event bookings.

Weekend and night availability is required.

Holiday availability is occasionally required.

