

Lilly's On The Lake

FOH Manager Position Job Description

Job Purpose:

Provides beverages by procuring beverage ingredients, condiments, supplies, and equipment; creating drink menus; generating revenues; providing social experiences and entertainment; satisfying customers; managing bar staff. Duties:

* Accomplishes bar human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

- Achieves FOH operational objectives by contributing information and analysis to functional strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
- Meets FOH financial objectives by estimating bar inventory requirements; analyzing drink recipes; determining ingredient, labor, and overhead costs; assigning prices to various drinks; collecting revenues; controlling alcoholic beverage portions; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Plans beer, wine, and spirits drink menus by researching mixology techniques and potential ingredients; executing drink recipes; creating new drinks; meeting with beer, wine, and alcohol sales representatives; interviewing customers and potential customers and others in a position to know changing preferences; anticipating trends in bar customer tastes.
- Provides FOH supplies by meeting with sales representatives of bar suppliers; placing orders; replenishing stocks of glassware, paper and cleaning supplies, stirrers, condiments, wine and beer openers, ashtrays, etc.
- Keeps bar equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs; evaluating and purchasing new equipment.
- Maintains safe, secure, legal, and healthy environment by establishing, following, and enforcing sanitation and quality of drink preparation and service standards and procedures; conforming to the regulations of the alcoholic beverage commission; monitoring customers alcohol consumption; complying with the bar's policy of providing taxi transportation for patrons "under the influence."
- Maintains customer satisfaction by investigating and resolving customer complaints about drink quality and/or service.
- Maintains bar atmosphere by arranging bottles and glasses displays; encouraging comradery; arranging entertainment; controlling lighting, background music, and video displays.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional and trade publications; establishing personal networks.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Skills/Qualifications:
 - Decision Making, Process Improvement, Verbal Communication, Listening, Customer Service, Customer Focus, Food Sanitation, People Skills, People Management, Management Proficiency, Quality Focus
 - Career Level Required Manager (Manager/Supervisor of Staff)
 - Experience Required 1+ to 2 years education
 - Required
 - Bachelor's Degree