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Shores Front of House Manager

Seasonal, Full-time, approximate starting and ending dates: 2/1/21 to 11/13/21

Job Summary:

Our extremely busy beach restaurant & deck prides itself on providing a wonderful customer service experience. As the Front of House Manager, you will need to possess the passion to ensure that our guests receive just that. You will be responsible for ensuring total inside & outside dining areas are ready for each service shift and motivating staff to be attentive and friendly throughout their shift.

Duties and Responsibilities:

- Hire and train Front of House employees
- Employee schedules:
 - Develop flexible schedules to adhere to the needs of the business
 - Manage daily schedule and always have a backup plan
 - Lead all key shifts
- Be an encourager for your employees and promote teamwork
- Manages cross training of all able staff members
- Complete line check documents, with full notes and communication to staff involved
- Manage liquor, wine and beer inventory, placing orders as needed, providing liquor cabinet security
- Work with staff to reduce food and beverage waste on a daily basis
- Ensure compliance with food safety regulations based on our training and the State of Ohio Department of Health
- Ensure compliance with all local, state and federal guidelines for the serving of alcoholic beverages
- Communicate with our Kitchen Manager on daily and weekly staffing & ordering needs
- Complete Red Book communication notes throughout the day and communicate issues to team members as necessary
- Examine the dining room before each shift and after service, ensure it is ready with all the necessary supplies and making sure your station and floor plan are ready to go.
- Resolve customer complaints
- Complete daily expense reports and sales summaries
- Adhere daily dress code standards (uniform and appearance)
- Any and all other duties assigned to you

Skills and Qualifications

- Must be able to work a flexible schedule including nights, weekends and holidays
- Possess an outgoing personality
- Physical requirements include, but not limited to: standing (for several hours), sitting, hearing, speaking, reaching/lifting/pushing/carrying up to 30 pounds, bending and walking
- Excellent communication and organizational skills to be a support system for staff
- Flexible work environment requiring adaptability to demanding, fast-paced, noisy and at times, a hot environment.
- Safety is the business and responsibility of every employee and can be achieved through proper education, training, use of protective equipment and by following safety rules, regulations, standards, and laws. Each employee is responsible for understanding and practicing appropriate safety procedures
- Any offer of employment will be contingent up satisfactory completion of background verification.

Bay Point Resort and Marina is an Equal Opportunity Employer