



# City Barrel Pizza + Patio

## Job Title: FRONT OF HOUSE MANAGER - Director of Daily Parties!

**Supervisor:** Restaurant Operations Manager - Owner **Direct Reports:** 2 Shift Leads, 1 Bar Manager

### CITY BARREL CORE VALUES

- **Beer is fun!** Foster the community to be friendly and welcoming.
- **Own it!** Celebrate successes and recognize failures.
- **Be excellent to each other.** Be respectful, be understanding, and be kind.
- **Excellence is achievable.** Do your best, next time, do it better.
- **Collaborate!** We're best when we work together.

## JOB DESCRIPTION: Bring the Party!

City Barrel Pizza + Patio is looking for a **Front of House Manager** who doesn't just run a restaurant—they run the ultimate daily party! We need a high-energy leader with **Event Management experience** to ensure every shift runs smoothly, transitions seamlessly, and delivers a memorable, electric atmosphere for our pizza and beer-loving guests.

The FOH Manager is our front-facing ambassador and the **Head of Hospitality**. You'll be responsible for elevating our service standards by leading training initiatives, ensuring the City Barrel service culture thrives, and improving communication across the board. You will be a hands-on manager, ready to jump in and treat every service period like a well-planned event, ensuring high-level hospitality, guest retention, and a positive public image.

## JOB PURPOSE:

To ensure guest satisfaction is delivered by management and team members, providing genuine hospitality and **exceeding guest expectations by treating every day like a special event.**

## FRONT OF HOUSE MANAGER DUTIES

## General Duties & The Daily Event Flow

- **Own the Vibe:** Act as the front-facing ambassador, ensuring the atmosphere (lighting, music, service pace) is always energetic, welcoming, and perfect for enjoying pizza and beer.
- **Lead by Example:** Be the most enthusiastic person in the room, performing duties of all FOH roles when needed.
- **Event-Ready Setup:** Work closely with the Kitchen Manager to ensure that customer service and food quality standards are consistently met, managing the flow from kitchen to table efficiently.
- **Stay Informed & Inform:** Have full knowledge of menu changes, drink specials, and any ongoing promotions to effectively inform guests and staff.
- **Technology + Menu Management:** Actively manage and monitor Toast Food + Drink Menus, Customer Menus, pricing, reservations, waitlists, and black-out periods.
- **Maintain Pars & Supplies:** Ensure the FOH is properly stocked, ordering inventory for server stations, restrooms, take-out items, and general service needs.
- **Maintain Safety & Legality:** Avoids legal challenges by conforming to the regulations of the Missouri alcoholic beverage commission and enforcing all operational SOPs, sanitation standards, and building cleanliness.
- **Manage Event Closures:** Execute Restaurant Closure plans due to weather or private events smoothly and efficiently.

## Customer Experience & Crisis Management (The After-Party)

- **Hospitality Hero:** Ensure positive guest experiences; when the unexpected happens, take swift, decisive action to resolve guest issues and complaints in a timely and gracious manner.
- **Ambiance Director:** Maintain the perfect party setting by controlling lighting, background music, and monitoring food presentation and service quality.
- **Greeting & Seating:** Assist with seating and greeting guests, managing waitlists, and balancing service sections to maximize server efficiency and minimize guest wait times.

## Staff Management + Training (The Event Crew)

- **Onboarding & Team Building:** Accomplish human resource objectives by Onboarding/Orienting new staff, Training, coaching, counseling, and disciplining employees.
- **The Training Director (Event Prep):** **Develop, implement, and lead comprehensive FOH training programs** for new hires and ongoing staff development. This training should emphasize the seamless execution required for high-volume service.
- **Performance Motivation:** Develop Server initiatives to publicly recognize efforts (e.g., free food/drink, public board recognition).
- **Experience Guides:** Focus training modules on the philosophy of upselling as a tool for enhancing the guest experience. Coach the service team to be **confident "experience guides"** who use clear, assumptive closes to curate the perfect pizza and beer meal.
- **Hands-on Leadership:** Be readily available to answer questions and provide on-the-floor support, serving as a role model for exceptional customer service and professionalism.

- **Administrative Flow:** Assist with updating and maintaining FOH training manuals, conducting performance evaluations, and managing scheduling (approx. 3 hours/week).

## **Additional Responsibilities (Covering the Bases)**

- **SERVER DUTIES:** Follow, update, teach, and be able to perform duties of the Server Job Description - Pizza.
- **BARTENDER DUTIES:** Work with Bar Manager to update and be able to perform duties of the Bartender Job Description - Pizza when short-staffed.
- **SERVICE LEAD DUTIES:** Follow, update, teach, and be able to perform duties of the Shift Lead - Server - PIZZA Job Description when short-staffed.

## **Opening / Closing Duties (Setting the Stage & Tearing Down)**

- **Pre-Shift Responsibilities:** Review daily reservations and staffing schedule, prepare service stations, and communicate large parties, special events, and sales goals with the team.
- **Closing Duties:** Ensure all financial activities (Z reporting, deposits, end-of-day reports, server closeouts) are submitted accurately. Help close down the restaurant by assisting with cleaning and prepping for the next day's event.
- **Toast Manager Log:** Document daily activities, providing feedback to managers on accounting, call outs, guest issues, maintenance, and overall operations.

## **JOB QUALIFICATIONS:**

- **High volume casual restaurant management: 1 year**
- **Event Management Experience: 1 year (Mandatory for this role)**
- Ability to drive the team operation to success and manage the high-energy flow of a busy taproom.
- Extensive knowledge of safety, sanitation, and food handling procedures.
- Professional communication skills required.
- Ability to work in a team environment and develop staff.
- Ability to work calmly and effectively under pressure—the show must go on!
- Must have problem-solving abilities, be self-motivated, and **highly organized with a keen eye for planning and detail.**
- Have a commitment to quality service and food and beverage quality.
- Has a thorough knowledge of and adherence to all relevant Licensing, Health, and Safety Laws.

## **COMPENSATION:**

**JOB TYPE: FULL-TIME HOURLY:** \$22 - \$24/hr. Some overtime may occur (limit 5 OT hrs per week).

- *Should the need arise for coverage:*
  - Tipped Server Shifts: \$8/hr + tips
  - Tipped Bar Shifts: \$12/hr + tips

## Approximate Schedule

### Week C: Hybrid Closing Focus

Day	Shift Time	Focus	Hours
<b>Monday</b>	CLOSED	OFF	0
<b>Tuesday</b>	OFF	OFF	0
<b>Wednesday</b>	3:00 PM – 8:00 PM	<b>Strike Shift:</b> (In at 3p)	5.0
<b>Thursday</b>	2:00 PM – 8:30 PM	<b>Mid-Shift:</b> Prep & Dinner	6.5
<b>Friday</b>	2:00 PM – 11:00 PM	<b>Closer:</b> (In at 2p)	9.0
<b>Saturday</b>	2:00 PM – 11:00 PM	<b>Closer:</b> Dinner & Close	9.0
<b>Sunday</b>	10:00 AM – 8:30 PM	<b>Opener:</b> (Out at 8:30p)	10.5
<b>Total</b>			<b>40</b>