

Front of House Manager – The Trio

Trio is Oskaloosa's premier venue for sports, food, and films. Opening in fall 2024, Trio offers a welcoming atmosphere for guests of all ages to play tennis, pickleball, and simulated golf. We also have a three-screen movie theater where our guests can catch all of the latest cinematic attractions while enjoying up-scale seating and concessions. Trio offers a casual dining experience within the restaurant and bar as well as outdoor seating and an indoor lounge area.

We are excited for our guests to experience our top-of-the-line service throughout the venue. We will offer delicious lunch and dinner menus, local craft ales and lagers, and hand-crafted cocktails. Guests can book play time in our sports areas by the hour and we'll offer leagues for the real enthusiast! Our theater concessions are the best around to go with the latest blockbusters.

The Trio Front of House Manager role will be expected to coordinate the entire Front of House team, including the activities and restaurant staff. The position requires an individual who can greet guests and make them feel welcome but also ensure that staff remains on task and service runs smoothly. This individual will be responsible for communication regarding daily specials, recap of the previous week, and a forecast of the upcoming week. The individual in this role will also be responsible for work with the General Manager to ensure that inventory levels at the bar and concession areas are assessed and ordered appropriately for current business needs. The Front of House Manager will prepare the schedule for the activities team, bartenders, servers, hosts, and runners. Safety is one of our core values. This role will ensure that the company and staff are operating at the highest quality levels within the parameters of safe service of both food and alcohol. As a team leader, this individual will be available to each member in the Front of the House for any inquiries that may arise during service.

Front of House Manager Key Skills

- Professional attitude with excellent people skills (welcoming, serving, interacting with guests and team mates)
- Managing and working within a team
- Problem-solving and relationship-building skills
- Excellent time management
- Passion for providing gold-standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting an example with your actions

Front of House Manager Responsibilities

- Ensure organization profitability by managing appropriate staffing levels

- Identify problems in day-to-day operations and create S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, Time-Bound) Goals/Solutions to these problems
- Schedule Front of House staff relevant to business needs
- Mentor Front of House staff and coach up individuals as they have opportunities for growth
- Communication with the team, including but not limited to, formal pre-shift weekly meetings
- Develop ways to engage staff to be more involved in sales goals
- Maintain company culture and staff morale
- Ensure guest satisfaction
- Promote each of the facets of the business (bar, dine-in restaurant, events, meetings, sports, leagues, films) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Day-to-day POS (Point of Sale) Operations
- Inventory and manage PAR (Periodic Automatic Replacement) levels for Front of House items, including but not limited to, alcohol and concession items.
- Work closely with the Chef/Kitchen Manager to provide a seamless and exemplary guest experience
- Perform other job-related duties as assigned

Must Have

- Restaurant and Hospitality background: 3 years minimum
- Microsoft Office Suite Skills
- Point of Sale (any) experience
- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People/delegation skills
- Excellent time management
- Bilingual English/Spanish: a plus
- Iowa Food Handler Certification
- Iowa I-PACT Certification

Physical Requirements

- Bending, carrying, climbing, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift up to 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

Working Conditions

- May include extremes of temperature and humidity

- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

Compensation

- \$17.00-\$20.00 per hour for administrative tasks
- \$10.00 per hour when serving or bartending
- Tips when serving and/or bartending
- Other benefits will be discussed during the in-person interview

Reports To

- General Manager of TRIO

Terms of Employment

- At Will

