



Floor Manager Job Description

The NuWray Hotel/Carriage House Sundries

The Floor Manager reports to the Front of House Manager, and is responsible for overseeing daily operations during their shift, ensuring that all aspects of the restaurant run smoothly and efficiently. They will support and manage staff, maintain high levels of customer satisfaction, and ensure compliance with restaurant standards and policies. Reporting directly to the Front of House Manager, the Floor Manager plays a key role in leading the team to deliver exceptional dining experiences.

Responsibilities include (but are not limited to):

- **Shift Supervision:** Lead and oversee restaurant operations during assigned shifts; monitor staff performance, ensuring adherence to service standards and policies; coordinate with the kitchen and bar teams to maintain service flow and customer satisfaction.
- **Team Leadership & Support:** Provide guidance and support to FOH support; Address any staffing issues, ensuring coverage for all sections and roles; Assist in training and onboarding of new staff members; Foster a positive and motivating work environment.
- **Customer Service:** Address and resolve guest concerns and complaints in a professional and timely manner; Ensure that all guests have a positive dining experience by maintaining high standards of service; Interact with guests to receive feedback and build relationships with regular patrons.
- **Operational Management:** Monitor dining room and overall restaurant cleanliness, ensuring compliance with health and safety regulations; Handle cash and process transactions at the end of shifts, ensuring accuracy in reporting; Coordinate with the Front of House Manager on inventory and ordering of supplies as needed; Assist in ensuring compliance with local health and safety codes, and food safety regulations.
- **Problem-Solving & Decision Making:** Proactively identify and resolve operational issues, including staffing or equipment challenges; Communicate with the kitchen regarding any special requests or concerns.
- **Reporting & Communication:** Maintain communication with the Front of House Manager regarding any notable incidents, guest feedback, or staff performance; Prepare and submit shift reports detailing operations, staffing, and any challenges.

Qualifications:

- Previous experience in a supervisory or management role within a restaurant or hospitality environment.

- Strong leadership and communication skills.
- Excellent customer service and problem-solving abilities.
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously.
- Knowledge of restaurant POS systems and basic cash handling procedures.
- Understanding of health and safety regulations in the food service industry.

Compensation:

Hourly pay ranges from \$12–16, depending on experience, plus tips; Company discounts; Growth opportunities

To Apply:

Please send a cover letter and resume (including references) to foh@nuwray.com. Qualified candidates will be contacted for an interview, and the position will remain open until filled.

About the NuWray:

The NuWray Hotel is North Carolina's oldest continuously operating hotel and restaurant, and its unique version of southern hospitality has earned it a long-standing national reputation. The hotel has undergone a full-scale restoration over the past two years, and reopened this summer with 22 rooms and a full-service restaurant, including indoor and outdoor seating, multiple bars, and a secondary restaurant & retail shop in the Carriage House building just behind the main hotel. With its grand reopening, the NuWray can take its place once again as the Grande Dame of Burnsville, nestled in the heart of the WNC mountains.