



Front of House/Restaurant Operations Manager Job Description

The NuWray Hotel/Carriage House Sundries

This position oversees front of house operations for all restaurant/bar locations within the NuWray Hotel (including Roland's Bar and Carriage House Sundries), and reports to the Executive Chef. Overall responsibilities focus on customer service, bridging the front and back of house, scheduling, inventory, cost control and sales data, hiring and training, payroll, and assisting with day-to-day operations.

Responsibilities include (but are not limited to):

- Recruit, hire, train, schedule, and manage front of house staff
- Oversee shift schedules, staffing levels, labor costs, and payroll
- Manage business aspects of FOH:
 - Take & maintain FOH supply inventory
 - Manage vendor relationships
 - Select and purchase FOH supplies
 - Receive and stock orders
 - Meet cost/revenue goals
 - Track sales data
 - Manage cash and cash registers, deposits
- Collaborate with chef and culinary teams to develop and update menus, and pricing strategies
- Creation and/or maintenance of print menus and display boards
- Ensure customer service standards are being met, address customer feedback & respond to reviews, and resolve issues promptly and professionally
- Establish good communication and working relationships between FOH and BOH
- Set and enforce policies as well as quality, cleaning, and safety standards
- Maintain building and equipment, ensure physical condition and appearance of the restaurant is up to par
- Help plan, promote and staff special events

Requirements and Qualifications:

- Proven experience as a Restaurant Operations Manager or in a similar leadership role within the restaurant industry
- Strong leadership and team management skills
- Excellent communication and interpersonal abilities

- Demonstrated proficiency in: restaurant management software and point-of-sale systems; effective wine pricing; conducting beverage inventories; establishing profit margins for food/bev; and conducting staff trainings
- Wine & liquor knowledge
- Financial and budget management experience
- Knowledge of food safety regulations and health codes, including ServSafe certification
- Strong problem-solving and decision-making skills, self-sufficiency
- Customer-focused mindset and commitment to excellent service
- Adaptability and flexibility to work in a fast-paced environment
- Ability to work evenings, weekends, and holidays as needed

Compensation:

Competitive salary commensurate with experience, company benefits

To Apply:

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