

Cold Spring Tavern - Assistant Manager/Floor supervisor

Job Description:

Leadership: We want to create and maintain an environment where the team is set up for success and feels inspired to come to work every day, and has a great time doing so. You will be under the direction of the GM, may consist of being a part of hiring, training and scheduling, along with managing the Front of the House team, overseeing kitchen staff along with the chef. You must be able to clearly communicate and instruct the team in standards and steps of service to achieve consistent, high quality, memorable guest experiences. Success is in the details and a positive guest experience is our goal.

Setting the example: You will be responsible for focusing on guests needs and inquiries, supporting servers with guest interaction, maintaining a strong presence on the floor to anticipate and address issues, investigating and resolving guest concerns. Supporting the staff and filling the voids as needed to maintain a positive and smooth service.

Quality: You will be responsible for overseeing and maintaining quality of service, as well as quality and consistency of food and beverage served. Consistency in quality of food and presentation is of the utmost importance. Food quality issues must be noted and brought to Chef, cooks and GM's attention.

Compliance: You will be responsible for ensuring that the staff understands and follows all company standards and governmental regulations for food safety and service. You will also be responsible for adhering to all federal and state labor laws and resolving, or noting any building or equipment maintenance issues.

Other assistance areas: You may be asked to assist in taking and maintaining inventory, counting money, scheduling, checking in orders, stocking and organizing.

Job Skills & Requirements:

- Must be 21 or over, have a valid driver's license and reliable transportation.
- Previous restaurant management, leadership role, or 5 or more years of hospitality or restaurant experience is preferred but not required.
- Serve-safe or Food Handler card, if not already in possession of, must provide within 30 days of hire.
- You are dependable, honest and reliable
- You have a great sense of overall awareness, attention to detail, and strong, positive communication skills.
- You have a good sense of time management, prioritization, efficiency, problem-solving skills and organization.
- You work well as part of a team and leave ego at the door.
- You're great at hospitality, making everyone's experience a positive, memorable and welcoming one.
- Beer, wine and spirits service knowledge is of great value.
- You have basic computer, POS and math skills.
- Familiarity with printers/scanners, restaurant equipment such as ice machines, soda guns and Co2 is helpful but not required.