

Cold Spring Tavern
Floor Captain/Events Manager

Position Summary: This position is a dual role with day to day responsibilities as a **Floor Captain** in the restaurant and additional responsibility as the **Event Manager** for between 30-50 private events held annually in Cold Spring Tavern's Blisshaven Gardens (outdoor private events space) or Log Cabin Bar. This position reports to the General Manager, who has sole responsibility for the hiring, firing, and disciplinary actions of all employees.

Job Description

Leadership: We want to create and maintain an environment where the Front of House and Event teams are set up for success and feel inspired to come to work. You will set a positive example for the team by exemplifying 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.

Execution: As the Floor Captain you will support the staff and fill in the voids in Front of House roles including server, host, food runner, or busser as needed to maintain positive and smooth service. As Event Manager you will be responsible for ensuring successful event planning and execution in accordance with the Event Contract and Event Order. In both roles you will be responsible for focusing on guests needs and inquiries, supporting servers with guest interaction, and maintaining a strong presence and example on the floor and during events. You will be able to successfully anticipate and address issues and investigate and resolve guest concerns.

Quality: You will be responsible for 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. Issues must be noted and brought to Chef, cooks and GM's attention.

Compliance: You will be responsible for understanding and following all company standards and governmental regulations for food safety and service. You will also be responsible for adhering to all federal and state labor and alcohol laws and resolving or bringing to the GM's attention any personnel, security, building or equipment maintenance issues.

Other areas: As Floor Captain you may be asked to assist in taking and maintaining inventory, counting money, checking in orders, stocking and organizing. As the Event Manager you will be responsible for meeting with potential clients, discussing terms of and obtaining a signed event contract, coordinating event team scheduling and ordering of food, beverages, and equipment, and entering event invoices and collecting monies in accordance with contract terms.

Job Skills & Requirements:

- Must be 21 or over, have a valid driver's license, and reliable transportation.
- Five or more years of hospitality, event coordination, or restaurant experience is preferred, but not required.
- Serve-safe or Food Handler card and California Alcoholic Beverage Commission Training certification, 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 oral and written 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, coordinate across restaurant roles and with vendors, and leave ego at the door.
- You're great at hospitality, making everyone's experience a positive, memorable and welcoming one.
- Knowledge and experience with beer, wine and spirits is valuable.
- Experience with restaurant equipment such as ice machines, soda guns, and Co2 helpful.
- You have basic computer, POS and math skills. Experience with Dropbox or other document sharing technologies is helpful.

Other:

- Healthcare benefits are available.
- Event Coordinator compensation includes a commission structure.
- Tips are pooled and shared to ensure all guests and the team is treated fairly.