

Job Summary: To oversee restaurant operations and personnel. To ensure company standards are met according to recipes, procedures, quality, timeliness and guest satisfaction.

Job Responsibilities:

- Manage operations during scheduled opening or closing shifts including daily decision-making, staff support and planning while upholding service standards, product quality and cleanliness.
- Responsible for keeping the restaurant clean and all equipment maintained at all times
- Frequently interact with guests to ensure they receive the best possible service and food; resolve any issues or complaints they have at that time.
- Resolve any guest issues by communicated through e-mail or social media.
- Anticipate staffing needs and hire accordingly. Ensure all newly hired team members follow and complete their training plan; including required paperwork.
- Appreciate, recognize, develop and mentor staff members and other managers by establishing and maintaining performance expectations, coaching hourly team members during a shift and conducting performance reviews on a regular basis.
- Ensure proper security and safety procedures are in place to protect employees and guests.
- Foster open and positive communication between BOH and FOH staff.
- Assist KM with ordering and inventory of all food items. Understand and execute all menu items through standards to recipes. Update and maintain menu-costing data sheet.
- Write weekly schedules for all departments.
- Order of dry stock, chemicals and paper goods used in restaurant.
- Order and inventory of liquor. Create liquor specials. Collaborate with local vendors and Brewmaster to create Beer and Pairings.
- Coordinate, plan and staff special events and buffet groups.
- Assist with approving of advertising in local papers and website

Skills and Requirements:

- High School Education but College Degree preferred
- 5 years of work in full service restaurant or related manager experience.
- Must be able to work a flexible schedule of nights, days, weekends and holidays.
- Must hold or be willing to achieve a Manager ServSafe Certification.
- Must have excellent verbal and written skills; will require proof-reading of all printed material.
- Must be capable of performing all functions and meeting standards for all hourly positions; will most likely require shifts as line cook or pizza cook.
- Ability to multitask and balance fluctuating workload.
- Responsible behavior and professional image.
- Must have a positive attitude and be a team player.
- Basic Microsoft Word and Excel knowledge.

Benefits:

- Company paid insurance, health, life, disability
- Retirement Plan with match up to 3%
- Time and ½ paid holidays
- Closed for Easter, Thanksgiving and Christmas

Wages based on experience.

Send resume to

The Grumpy Troll Brew Pub 105 S 2nd Street Mount Horeb, Wi 53572