

Floor Manager

Job Description

The Purple Pig is seeking a Floor Manager who will be responsible for overseeing the dining room and ensuring a seamless running of the bar and front-of-house staff. This mid-day manager should lead and guide the team, to provide a highly efficient and effective service, while ensuring that all statutory requirements are met.

At The Purple Pig, a position as a Floor Manager means that you're working in a fun, creative and flourishing environment, with the opportunity for fantastic benefits, income and growth – with a long-withstanding commitment to people.

Essential Duties, Responsibilities and Skills

- Oversee day-to-day service and logistics with team, assuring consistent excellence in service execution
- Provide on-going training on menu, service, beverage knowledge and motivate the team to deliver their best
- Supervise the host team to ensure a seamless transition of tables and projection of “wait times”
- Facilitate communications between the FOH team and Chef/Kitchen Managers on new or changing dishes and service tactics
- Proactive in controlling labor, based on business flows
- Respond quickly to changing priorities as well as expedite any service changes, when required
- Build and maintain strong relationships with team members, guests and vendors, which will provide the opportunity for repeat business and successful partnerships
- People oriented, enjoys interacting with guests and supporting the team members on job-related tasks during busy periods
- Use tact and good judgment when dealing with challenges or emergencies involving guests, vendors and employees; responding promptly, courteously and graciously in any situation
- Maintain proficiency in job functions of employees on the team and utilize those skills when necessary (stepping in or guiding team members on selling, service, bussing tables and transitioning service)
- Be team oriented with a strong sense of punctuality, reliability and professionalism in a high volume atmosphere
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- Wine knowledge and experience with wine service is a plus

- Ensure repair and maintenance needs are met and/or communicated to General Manager/Ownership
- Adhere to all company safety and sanitation policies and procedures
- Comply with all applicable policies and legal requirements
- Demonstrate strong communication skills (written and verbal)
- Proficient with Microsoft Office to supply owners and managers with daily recap report, pertaining to service, issues or opportunities
- Work a variety of days, mid-day/early evening shifts and weekends, as needed
- May perform other duties as assigned

Education and/or Experience:

- Previous management experience in a high-volume restaurant
- Knowledgeable in food sanitation and proper kitchen etiquette

Full-time

Day/mid-day and weekend availability

Competitive pay rates with the opportunity for growth, benefits and bonuses