

SERVICE MANAGER

As a Service Manager your primary focus is to deliver on our Pillars of **Great Drink, Outstanding Service and to be the Dominant Sports Destination** by ensuring all front of house operations, standards, costs and controls are adhered to Shoeless Joe's standards.

JOB DESCRIPTION & RESPONSIBILITIES

The Service Manager is responsible for the front of the house operation including, but not limited to, guest service, cost controls, staff hiring and training; as well as sanitation. Specific roles and responsibilities are:

Leadership:

- To ensure that there are open lines of communication with all staff
- To coach and mentor all staff to maximize efficiency
- To represent the company in a professional manner
- To attend company functions and meetings as required
- Possess strong communication and leadership qualities – create a positive work environment
- Conduct daily shift huddles with each shift to communicate expectations

Front of House Operations:

- Responsible for the day to day shift management including all aspects of floor management including its organizational set up, opening and closing duties
- Ensure overall guest satisfaction through outstanding service by all FOH team members
- 100% execution of all tier events
- To ensure 100% adherence to the Shoeless Joe's service program
- To ensure all side duties are being completed every shift
- Ensure all Shoeless Joe's most updated systems and standards are available and consistently used
- Ensure table visits are minimum 90%
- Maintain and update event calendars – sporting events, holidays, community events etc...
- Ensure compliance with all legislative requirements: AGCO, food safety, health & safety, WHMIS

Cost Controls:

- Responsible to monitor all cash over/short discrepancies
- To ensure costed out schedules are completed and ready to be signed off at the management meetings and posted by the deadline date – the Service Manager is responsible for scheduling of all FOH team
- To meet labour targets by monitoring and ensuring proper staffing levels at all times
- To achieve maximum profitability through effective floor management

Training & Development:

- To ensure constant training and development of the FOH team
- To ensure front of house team is effective and efficient in the job roles through ongoing staff meetings
- Ensure approval of all new hires and that they are trained and tested as per Shoeless Joe's standard
- To ensure staff performance reviews and one on ones are being conducted regularly