

JOB POSITION: RESTAURANT FLOOR MANAGER

Department: Restaurant

Location: Munich

Starting data:

Job Purpose

Coordinates front of house food service activities of one of Eataly's restaurants. Schedules and manages front of house employees, requisitions or purchases supplies and equipment. Confers with food preparation and other personnel from the dining room and bar to plan dining room activities. Oversees cleaning and maintenance of equipment and facilities, and ensures that all health and safety regulations are adhered to. Documents, investigates and resolves all employee and guest incidents including guest complaints and directs escalated issues to the appropriate outlet.

As an ambassador of Eataly products and services, the Assistant Manager is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

This position will require the following tasks:

- Periodically meets with dining room and bar personnel to plan restaurant activities, special events, share information, etc.
- Estimates front of house food and beverage needs, and requisitions or purchases supplies, beverages, and collateral equipment. Receives and checks orders to ensure that they adhere to specifications.
- Supervises inventories, and estimates food and beverage costs. Uses a computer to facilitate collection and analysis of information.
- Directs hiring, assignment, training, motivation, evaluation and termination of FOH personnel.
- Documents, investigates and resolves all employee and guest incidents including guest complaints and directs escalated issues to the appropriate outlet.
- Inspects dining room and storage areas and kitchen to ensure that health and safety regulations are adhered to at all times.
- May review financial information such as sales and costs, and monitors budget to ensure efficient operation and that expenditure stay within budget limitations. Takes action to correct any deviations from the budget. May use computer for review and analysis of information.
- Adhere to all company guidelines, policies and standard practices.

Skills / Requirements

- Experience in a hospitality setting/restaurant, with experience in a supervisory role managing a FOH team.
- Must be able to perform mathematical calculations.
- Intermediate computer skills including e-mail and MS Office are required.
- Must be able to communicate politely and effectively with guests and other employees.
- Excellent leadership and customer service skills.
- Speak: German (mother tongue-fluent), English (business fluent). Speak Italian language is a strong plus.
- Knowledge of Italian language, culture, food history and Slow Food principles a plus.