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**Winner's Circle Sports Bar & Grille • 7055 S 1st Street • Lincoln, NE 68512 • 402-474-5371**

## **JOB DESCRIPTION**

**Job Title:** F&B Front of House Manager

**Department:** Food & Beverage

**Reports To:** General Manager

**Prepared Date:** April 15, 2019

Lincoln Race Course Winner's Circle Sport Bar & Grill is currently in search of a dynamic, service-minded F&B Front of House Manager to join our team. We are looking for an individual that enjoys creating a fun atmosphere for our guests and team members while being a leader who is accountable and has exceptional customer service skills. We are a full-service casual dining establishment and entertainment destination in southwest Lincoln. With state-of-the-art simulcast wagering, big screen sportscasts, and an indoor smoking lounge, we offer a unique experience to our guests unmatched in Lincoln and southeast Nebraska. The size of our facility also allows the flexibility to host parties and special events, which requires a high level of involvement from our Food & Beverage Department.

### **Qualifications:**

Successful candidate will possess superior experience with front-of-house personnel management, restaurant organization, guest satisfaction oversight, and expediting with adequate plate-to-table timeliness. A team of servers and bartenders work under the supervision of the F&B Front of House Manager which require clear direction to ensure a clean and organized restaurant area while delivering a quality product correctly and in a timely manner along with providing exceptional customer service to our guests.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Greet all arriving guests warmly and promptly; encourage continuous positive attitude with a smile; exemplify a high level of integrity and enthusiasm with an innate ability to interact with people

Provide customers the feeling of a seamless dining experience by delivering fresh and appetizing plate/product to the customer table every time, cleaning and stocking server stations and organizing tables and chairs

Respond to guest comments and seek the opportunity to build upon return customers while educating and empowering other front of house staff members to act in a similar capacity

Ensure immediate response and correction of guest complaints (verbal, social media, etc.) inform GM of guest complaints

Clear understanding of POS systems (Micros experience preferred) to accurately enter orders and accept various forms of payment; verify the accuracy of front of house employee sales, reports and cash/credit card receipts at the end of shifts

Coordinate special event/party details and ensure their set up is accurate and accommodating for the guests; communicate effectively with customers, managers and associates to ensure the setup, equipment, menu and staffing meet or exceed the customer's expectations

Professional, polite, friendly, and reliable along with having effective cash handling skills; Detail oriented, strong organizational skills with the ability to carry out tasks with minimal supervision

Must maintain effective communication with front of house staff along with kitchen staff; be responsive to staff suggestions and concerns while working to resolve problems

Manage staff schedules, breaks and shift changes along with cross-training all front of house staff members; fill in as needed to ensure the smooth and efficient operation of the restaurant

Routinely inspect tables for cleanliness and proper presentation for guests; Oversight of front of house team to maintain a clean and inspection-ready restaurant areas at all times. Conduct regular (daily and weekly) inspections of the restaurant areas and promptly act to correct deficiencies found during personal inspections

Enforce safety and sanitary practices and maintenance while complying with operational standards, policies, federal/state/local laws, and ordinances; Ensure food is properly stored; assist with end-of-shift clean up

Utilize staff to complete non-pressing tasks around the food and beverage areas when not busy

May also perform other duties as needed/directed to ensure successful function of the facility

**Physical Demands:**

Constant standing with some walking, be able to work in a standing position for long periods of time (up to 8 hours), be able to reach, bend, stoop and frequently lift, and/or move up to 50 pounds

**Experience:**

2+ years restaurant experience with at least 1 year supervisory experience. Food Handler's Manager Permit required. Must have a valid driver's license. College degree preferred, or a combination of education and experience.

**Shift:**

Full-time, weekday nights, weekend days and nights, and holidays

E-mail your resume to [information@lincolnracing.com](mailto:information@lincolnracing.com), or apply in person at Lincoln Race Course Winner's Circle Sports Bar & Grille, 7055 S 1st Street in Lincoln.