



*Fort Worden*  
 — PORT TOWNSEND —  
 A HISTORIC GATHERING PLACE

<b>JOB TITLE:</b>	FOH - Manager	<b>DATE CREATED:</b>	08/14/2014
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE REVISED:</b>	08/14/2014
<b>REPORTS TO:</b>	Fort Worden PDA's Food and Beverage Consultants		
<b>APPROVED BY:</b>	Fort Worden PDA – Executive Director, Dave Robison		

#### **POSITION SUMMARY:**

Front of the House Manager for Fort Worden PDA supervises the overall success of the operation adhering to the Client's culture and guidelines, the Health Department's regulations, and Fort Worden – PDA's standards and expectations of food quality, freshness and presentation. Analyzes the catering and Local Goods financials. Maintains and teaches a good work ethic. Motivates, trains, develops and directs all staff to accomplish the goals and objectives of the operation to the satisfaction of the customers. Solves problems professionally, rapidly and fairly. Maintains a working relationship with client.

#### **POSITION OBJECTIVES:**

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Take charge of training all new employees and monitoring their work.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

#### **MAJOR DUTIES/FUNCTIONS/TASKS:**

##### **Food Programs**

- Oversees that high quality food items are creatively well prepared and presented in a cost effective manner.
- Maintains Fort Worden's food standards and follows purchasing guidelines in all programs, including farm to fork.
- Meets and exceeds the expectations of the customer and client perceived value.
- Assists the chefs in putting out a consistent product by utilizing streamlined recipes
- Communicates to the back of the house on dietary restrictions of guests

**Supervision and Development of Staff**

- Hires, trains and supervises initial employees and fosters a team that works well together.
- Supervises the adherence of following the employee handbook and established account guidelines.
- Conducts all employee reviews, coaching sessions, and disciplinary actions in a professional and timely manner.
- Cultivates and support employees that possess motivation and skills for advancement and assists in their development.

During periods of time off ensure that staffing is covered during all operations.

Prepare staffing schedule no less than 2 weeks out.

Be prepared to back up all staff positions during peak times.

**Financial Management and Analysis**

- Follows all Fort Worden's accounting and financial reporting procedures.
- Formulates budgets with operational standards and local food vision in mind.
- Ensures that daily sales reports, cash drop procedures are followed

**Safety and Sanitation**

- Adheres to all Health Department, OSHA and ADA regulations.
- Reports maintenance issues to the front desk/custodial crew and work with maintenance staff to correct these issues
- Reports any injury, accident and/or food borne illness incident for customers and/or staff accurately and in a timely manner.
- Utilizes Personal Protective Equipment when in kitchens and service areas.
- Conducts regular inventory of supplies, checks for freshness, and order supplies on a regular basis

**Customer Service and Public Relations**

- Treats all customers with professionalism, care and respect.
- Responds to all written complaints within 24 hours and follows up with a written response to the Fort Worden Food management team. General customer feedback will be documented and will be set to be reviewed at regular intervals with the Fort Worden Management team as well.
- Communicates with the public honestly, accurately and in a timely manner.
- Works closely with the sales and marketing staff to update and streamline customer service for guests and potential clients.

**Overall Management**

- Meets all timelines for quarter and year-end reports.
- Teaches and adheres to Fort Worden food service philosophy, culture and commitment to quality, local food and sustainability helps develop overall food service core values and vision with management team
- Takes the overall ownership of the account.
- Has a **Passion** for quality local food preparation and sustainability.

***Note: Job duties are subject to change as needed.***

<b>SECONDARY DUTIES:</b>
--------------------------

**Special Events**

- Oversees all creation of menus, production, and ordering for special events
- Assists and develops specialty menus and events per clients needs, budget and unit guidelines
- Plans and executes the culinary elements of all specialty events

- Is on site for all special events and ensures that they meet all client expectations

### **Marketing/Sales**

- Participates and is involved in tastings of new menu items
- Manages chefs to develop seasonal specials and offerings, reviews, tastes and approves all seasonal menu and pastry items.
- Works with Fort Worden's Sales Department to develop and implement sales programs on campus to solicit new business and attract destination weddings
- Assists the management team in assesses future food service options and facilities
- 
- Takes on other duties as may be assigned

### **QUALIFICATIONS:**

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.

- Has a minimum of 5 years food service operation supervision experience.
- Able to speak clearly and listen attentively to staff, peers, supervisors, guests and client.
- Has a computer skill with a working knowledge of Microsoft Word, Excel and Power Point.
- Strong **passion** for great food.
- General culinary knowledge of basic kitchen practices, protocols and procedures.
- Ability to develop and follow all Fort Worden's safety standards.

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- Stand, talk or hear, and taste or smell.
- Walk; use hands or fingers, handle, or feel; reach with hands and arms.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

### **LANGUAGE SKILLS:**

- Ability to read, understand and speak English to perform essential functions of the job.
- Ability to speak and write clear, professional and efficient correspondence in email and over the phone.

- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to lead groups in training classes catering basic industry topics.

<b>ACHIEVING LEADERSHIP IN THE FOODSERVICE INDUSTRY:</b>
--

Fort Worden PDA is a public organization oriented to serve the overall community. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for all associates. EOE.

**EMPLOYEE ACKNOWLEDGEMENT:** \_\_\_\_\_ Date: \_\_\_\_\_