

Job Description: Front of House Manager

Department: Food and Beverage

Reports to: Director of Food and Beverage



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

**Position Summary:** The Front of House Manager (FHM) oversees the operation of a Catering and Mess Hall Service during all aspects of an event. To guarantee successful events this Manager works closely with the sales and food and beverage teams. The FHM works with the Front of House Leads to ensure the right employees are ready and staffing each event to the guests' satisfaction and follows up with the client to get feedback after the event. The FHM manages the client relations and maintains employee and vendor relations to run a successful catering facility. The FHM maintains a thorough knowledge of The Fort and all of its grounds, products and services as well as awareness of other roles and responsibilities throughout the organization. The Manager provides a consistent product and experience achieving revenue targets and managing costs as well as ensures all staff under direct supervision are focused and demonstrating a Guest Centric attitude and culture. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our guests.

#### Principal Duties and Responsibilities

- Assist in the planning of events for guests from appearance to menus and schedules as needed
- Available to clients at all times during the events, out on the floor and easily visible; addresses any client questions or concerns that come up before, during or after the event service
- Design facility/room/venue layout and appearance; assist client with types of seating and any entertainment and decorations; determine all events needs such as podiums, dance floors or other AV equipment
- Participate as needed in meetings with the kitchen staff (chef) and client to review event details and menu requests
- Understands and communicates details and pricing in the catering menu to guests as needed
- Guides staff in the setup, service and breakdown of events based on the event BEO
- Train and schedule employees to work events to ensure enough staff at each event and to match the personality of the employee to the personality of the client as well as meet labor targets
- Share contracts, BEO and kitchen details with the Front of House Leads and kitchen staff to ensure that they have all the necessary information to guarantee a great event
- Order linens and necessary supplies working with equipment suppliers for the Mess Hall and all events; keeping in constant contact with the vendors
- Attend trade shows from time to time to meet new vendors and keep up to date on the latest food and cooking supply trends
- Maintain correct, up to date client/event information in computer software programs and ensure that the billing is complete and processed in a timely manner the bill for services to the client
- Assist Front of House Leads to ensure proper pull sheets and all the staging of venues for an event is done properly
- Oversee and step in as needed to manage FOH employees for events ensuring that all employee issues are resolved; employees are trained and able to perform their roles and follow SOP's
- Responsible for employees adhering to all State of Washington Food Service Codes; accurate handling of cash, banks and tills; passing Health Department audits

- Maintain the small-wares and event equipment inventory to give timely feedback on loss and reordering needs Manage physical inventory verification and provide updated information to the accounting department
- Assure proper accounting and reconciliation of the Point of Sale systems and revenues
- Wear proper uniform and ensure all employees wear proper uniforms and adhere to dress code policies
- Step in for staff as needed in urgent circumstances
- Attend staff and management meetings as needed
- Other duties as assigned by supervisor or other management

### **Minimum Qualifications**

1. 5-7 years of experience in food and beverage catering and banquet service; fine dining experience preferred
2. 3-5 years of supervision experience
3. High school diploma or GED equivalent; certification or training through relevant institute or hotel management with training in both culinary and managerial skills, preferred
4. Cash handling and accounting experience
5. Washington Food Handlers Card and Washington State Alcohol Card and Training
6. First Aid Training and CPR Certification preferred
7. Ability to work any day/shift (evenings, weekends and holiday) and to work on-call as needed
8. Willingness to maintain a neat, clean and well-groomed appearance in accordance with grooming standards
9. Able to work ten hour-plus shifts plus the ability to stand, sit or walk for extended periods of time
10. Able to grasp, lift and/or carry up to 50 lbs. as needed
11. Finger/hand dexterity to operate kitchen machinery, knives, etc.
12. Able to withstand changes in temperature, occasional smoke, steam and heat and work in a confined area
13. Must possess hearing, visual and sensory abilities to observe and detect emergency situations; also to distinguish product, taste texture, temperature and presentation and preparation

### **Knowledge, Skills, and Abilities**

1. Outstanding time management and organizational skills
2. Strong leadership skills, ability to motivate teams and manage staff
3. Demonstrated superior customer service skills
4. Excellent knowledge of set up styles for meetings, service standards, guest relations and etiquette
5. Ability to understand verbal and written English sufficient to understand job requests from coworkers and guests
6. Ability to lift and be physically active walking, standing and moving event materials and food/ beverages weighing up to 25-50 lbs. through a crowded area
7. Knowledge of AV and electrical equipment and the set up processes
8. Working knowledge of safety issues relating to moving equipment, building maintenance and food safety concerns
9. Ability to work in outdoor areas
10. Ability to perform under pressure effectively for extensive periods of time while maintaining professionalism
11. Clear thinker who can remain calm and resolve problems using good judgment
12. Ability to operate all necessary equipment

**Key Competencies**

Key competencies include time management, give clear and effective direction, verbal acuity and basic math aptitude, organized, customer service orientation, and attention to detail. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable. As a manager at the Fort you are also held accountable for our Management Principles: communicate, lead, achieve, delegate, improve, mentor and inspire.

**EEO Statement**

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

***Fort Worden Public Development Authority** is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families and groups who seek enrichment and discovery through life-long learning.*

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

\_\_\_\_\_  
Employee (Print Name)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Front of House Manager

### PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present, but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting			x		
Walking				x	
Standing				x	
Running				x	
Bending or twisting				x	
Squatting or kneeling				x	
Reaching above shoulder level				x	
Climbing (e.g. ladders)			x		
Driving cars, light duty trucks				x	
Driving heavy duty vehicles			x		
Repetitive motion of hands/fingers				x	
Grasping with hand, gripping				x	

	NA	NE	O	F	C
Lifting/carrying 10-25 pounds				x	
Lifting/carrying 26-50 pounds				x	
Lifting/carrying more than 50 pounds				x	
Pushing/Pulling				x	
Using Foot Controls			x		
Work in/exposure to inclement weather			x		
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes	x				
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)			x		
Exposure to electrical current	x				
Seeing objects at a distance			x		
Seeing objects peripherally			x		
Seeing close work (e.g., typed print)				x	
Distinguishing colors			x		
Hearing conversations or sounds				x	

	NA	NE	O	F	C
Hearing via radio or telephone				X	
Communicating through speech				X	
Communicating by writing/reading				X	
Distinguishing odors by smell	X				
Distinguishing tastes			X		
Exposure to wild/dangerous animals		X			
Exposure to insect bites or stings		X			
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people	X				
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

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Employee Signature

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Date