

Tavern Manager

Lodge Taverns

Description:

Summary:

Responsible for the overall operation and direct supervision of a tavern location including service standards, staffing and efficiency.

Ensure daily operations and experiences meet guest expectations. Appropriately respond to and assist District Manager with any escalated departmental concerns and guest and/or team member challenges.

Essential Functions and Responsibilities:

- Train, develop, measure performance, discipline, and schedule tavern staff
- Lead the tactical execution of strategic initiatives under the direction of division leadership
- Establish standards of service within assigned tavern(s) and ensure achievement
- Monitor and control labor within the tavern while maintaining adequate coverage based on business demands
- Supervise staff to ensure the tavern is clean and tables properly set, guests receive timely service and the staff is following set procedures. Observe and evaluate team members and work procedures to ensure quality standards and service
- Inspect tavern as to appearance, orderliness, cleanliness (including outside areas) and ensures that it is properly stocked
- Ensure the District Manager or Director of Operations is made aware of any unusual incidents and/or events involving guests or team members
- Assign stations and side work to all staff
- Maintain a working knowledge of operational procedures, both front and back of house

- Present a professional manner at all times
- Prepare and serve all drinks to proper specifications, including service staff
- Notify District Manager of guest complaints
- Follow proper cash control procedures, including correct handling and counting of all cash and credit card transactions. Ensure staff is properly trained on the procedures
- Maintain knowledge and assist the District Manager in ensuring service staff is well trained in the following:
 - Liquor laws and regulations concerning service of alcoholic beverages, including knowing when and how to enforce the customer limit regulations and ensure proper age of guests through identification set by the Company
 - Southern Nevada Health District standards
 - Complete and oversee set-up and cleaning of the bar area. Ensure the coolers are properly operating, orders and stocks bar and cleaning supplies. Also monitor the CO2 tanks and change beer kegs. Also included is the washing of all bar dishware and adhering to side work lists
- Provide prompt, courteous service to guests at the tavern
- Maintain a friendly, happy and pleasant atmosphere at the tavern
- Adhere to all company and health department sanitation requirements and a safe working environment
- Maintain overall product knowledge of all menu items, including food and drink specials
- Enforce Company uniform and dress code policy ensuring team member's appearance, cleanliness, uniform attire and name tag are within Company guidelines
- Adhere to all company directives and policies and ensure staff follows the same
- Provide outstanding customer service in a timely manner to both guests and fellow team members
- Perform other duties as assigned requirements

Qualifications

- Minimum two to five years restaurant/gaming and/or supervisory experience
- Must possess excellent communication and organization skills
- Ability to maintain confidentiality of sensitive information
- Ability to establish and maintain an effective working relationship with management, staff and co-workers; pleasant personality, team oriented and enjoys working with and assisting people
- Ability to effectively communicate in one-on-one, small group and large group settings
- Able to effectively present information to top management and public groups
- Ability to apply common sense reasoning to variety of situations
- Intermediate computer skills
- At least 21 years of age
- High school diploma or equivalent
- Ability to functionally communicate occupational-based English, both written and verbal
- Obtain and maintain all work cards as required by the company
- Verify right to work in the United States

Work Cards

- Non-Gaming
- Health
- Alcohol Awareness

Physical Requirements

- Frequently lift and/or carry up to 30 lbs. at floor, knee, waist, and/or chest levels, and over head
- Occasionally bend, reach, twist, climb, squat, kneel, and sit
- Constantly standing and walking
- Constant use of hearing and vision, distinguish between shades of color, and use tools or equipment requiring a high degree of dexterity

Work Environment Potential Conditions

- Indoor
- Smoky and noisy
- Extreme hot and cold temperatures, including humidity
- Slippery surfaces and chemical agents

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Must be able to perform the essential functions of the position with or without reasonable accommodation.