



Front of House Manager

Kennebec River Brewery is seeking an experienced and dynamic Front of House Manager to oversee the daily operations of our restaurant. The ideal candidate will possess a strong background in food service management and a passion for delivering exceptional customer service. This role requires effective leadership skills, a keen eye for detail, and the ability to manage a diverse team in a fast-paced environment. As the Front of House Manager, you will play a key role in the overall guest experience for individuals and groups visiting the brewery as well as the adventure resort.

Kennebec River Brewery is an independent craft brewery with a 4.5 bbl system located in The Forks, Maine. The brewery was founded at Northern Outdoors in 1996, one of the first ten micro-breweries established in Maine. With a prime location inside an adventure resort, Kennebec River Brewery serves up delicious food and beer to outdoor adventurers year round- great beer in the middle of the woods!

Key Responsibilities:

- Customer Service Excellence:
 - Greet and assist guests in a friendly and professional manner.
 - Address customer inquiries, concerns, and feedback promptly and effectively.
 - Lead by example in providing exceptional customer service and hospitality to every guest.
 - Maintain professionalism while dealing with difficult conversations, situations, and people.
- Staff Management and Training:
 - Recruiting, training, and supervising front-of-house staff members.
 - Ensure incoming staff are trained on company policies as written in employee handbook.
 - Schedule shifts and manage staffing levels to ensure optimal coverage.
 - Provide ongoing coaching and support to staff.
 - Help establish and maintain processes for opening, closing, and mid shift.
 - Monitor and submit payroll for staff.
- Inventory and Supply Management:
 - Monitor inventory levels of liquor, beverages, glassware, and other supplies.

- Place orders with suppliers as needed and ensure timely deliveries.
- Implement procedures to minimize waste and optimize inventory turnover.
- **Quality Control and Compliance:**
 - Maintain cleanliness and organization of the dining area and bar.
 - Ensure compliance with health and safety regulations and alcohol licensing laws.
 - Conduct regular inspections and address any issues promptly.
 - Work as a liaison between back of house and front of house.
- **Event Coordination and Promotion:**
 - Assist in planning, executing, and staffing special events, functions, and themed nights.
 - Coordinate with marketing team to promote events and attract customers.
 - Ensure that staff are prepared to handle increased customer traffic during events.

Qualifications:

- Previous serving experience in brewpub or similar establishment required.
- Experience in a supervisory or managerial role in the hospitality industry preferred but not required.
- Strong leadership and communication skills, with the ability to work effectively across departments.
- Ability to read, write, and verbally communicate effectively and professionally.
- Excellent customer service skills with a genuine respect and appreciation for a positive guest experience.
- Ability to work evenings, weekends, and holidays as needed.
- Proficiency in POS systems - Toast
- Must be physically able to be on your feet for the majority of your workday, and be able to lift and/or move up to 50 lbs.

Compensation and Benefits:

- Competitive pay, with \$45,000-\$50,000 annually / \$21-23/hour, depending on experience.
- Employee discounts on food, beer, retail, lodging and rafting at Northern Outdoors.
- Eligible to receive PTO and matching company IRA after vesting period.