Front of House Manager

Location: BRAVA / 1209 Stages
Position Type: Full-Time (Salaried / Event-Based Flexibility Required)
Reports To: General Manager / Leadership Team
Salary: $40,000-$45,000 commensurate with experience, Health Insurance, PTO

Position Summary

The **Front of House (FOH) Manager** at **BRAVA** oversees all dining room, rooftop, and guest-facing operations, ensuring exceptional guest experiences while maintaining uncompromising standards of service and team accountability. This role leads the front-of-house staff through active coaching, floor presence, and operational excellence.

As the face of BRAVA and an ambassador for **1209 Stages**, this individual builds and maintains team morale, fosters a culture of genuine hospitality, and rapidly resolves operational friction. This unique role bridges the gap between premium independent dining and live entertainment hospitality, directly impacting relationships with patrons, VIPs, and community donors.

Primary Responsibilities

Leadership & Culture

- **Talent Management:** Recruit, hire, train, continuously coach, and develop a high-performing FOH service team.
- **Scheduling:** Author and manage FOH staff schedules, dynamically adjusting floor coverage to match reservation volumes and performance calendars.
- **Shift Directives:** Lead impactful pre-shift meetings to align the service team on daily specials, service notes, VIP arrivals, and show schedules.
- **Performance Accountability:** Evaluate employee performance in real-time, providing constructive feedback and conducting formal reviews.
- **Collaborative Alignment:** Meet regularly with the leadership teams of both BRAVA and 1209 Stages to ensure unified brand and operational goals.

Guest Experience & Performance Operations

- **Signature Hospitality:** Ensure every guest receives attentive, personalized, and proactive service that reflects the standards of BRAVA.
- **Curtain-Time Pacing:** Coordinate with host, bar, and kitchen teams to track guest ticket times, meticulously managing dining room pacing to guarantee performance-bound guests are seamlessly served before showtime.

- **VIP & Donor Stewardship:** Act as the primary onsite ambassador for 1209 Stages donors and VIPs, ensuring flawless execution of donor recognition, seating preferences, and special membership perks.
- **Service Recovery:** Resolve guest concerns professionally, swiftly, and with a high degree of emotional intelligence.
- **Kitchen Liaison:** Serve as the primary operational conduit between the dining room floor and the back-of-house (BOH) kitchen team during service.

Venue Operations & Compliance

- **Reservations & Flow:** Manage reservation platforms, optimize seating strategies, and actively monitor dining room and rooftop traffic flow.
- **Ambiance Control:** Maintain strict aesthetic standards, continuously monitoring and adjusting environmental factors including lighting levels, ambient music playlists, volume, and temperature.
- **Performance & Event Sync:** Coordinate with stage management, box office, and event coordinators to align restaurant flow with performance intermissions, late-seating windows, and post-show receptions.
- **Rooftop Safety:** Oversee rooftop capacity management, crowd control, and emergency weather evacuation protocols during live performances and booked events.
- **Financial Integrity:** Maintain POS accuracy, supervise cash handling procedures, manage server tip-outs, and strictly audit daily labor costs against sales metrics.
- **Regulatory Compliance:** Ensure absolute compliance with all local health department sanitation codes and ABC regulations regarding responsible alcohol service.

Qualifications

- **Experience:** 3+ years of restaurant management experience required. Experience in high-volume events, banquet service, or hospitality operations within a theater, live music, or arts venue is highly preferred.
- **Core Competencies:** Exceptional leadership, interpersonal communication, and organizational skills.
- **Service Focus:** A guest-centric philosophy with a proven track record of managing high-stress hospitality environments.
- **Product Knowledge:** Strong foundational knowledge of wine, beer, craft cocktails, and spirit pairings.
- **Adaptability:** Ability to stay calm, clear-headed, and decisive under pressure during high-volume pre-show rushes.

Standard Weekly Schedule

- **Tuesday (Administrative Focus):** Alcohol ordering, inventory reconciliation, weekly leadership meetings, payroll processing, and schedule creation.
- **Wednesday:** *Scheduled Day Off / Variable Admin prep (To be finalized based on venue event calendar)*.
- **Thursday – Sunday (Service Execution):** High-presence floor management. Audit reservation logs, execute pre-shift briefings, audit facility cleanliness, oversee pre-show setups, and drive live service and rooftop event execution.

(Note: Due to the nature of live performances and booked events at 1209 Stages, this position requires scheduling flexibility, including late nights, weekends, and holidays).