

Job Description: Maitre D' – Cervceria La Tropical, Wynwood, FL

The position of Maitre D' for Cervceria La Tropical Wynwood encompasses several different responsibilities including the management of the Hostess station and Hostess team, operations execution of large parties, Open Table reservation system, customer reviews and complaints and La Tropical retail shop.

The candidate's responsibilities will include (but are not limited to) the following:

- Management of the Hostess' and duties related (with assistance from senior management & ownership) in the areas of scheduling, reservations, customer reviews and operations execution of large parties that have been pre-sold by event sales.
- Opening of restaurant and duties related
- Advance math and reporting as it relates to the position and restaurant
- Generating all reports applicable to restaurant operations for ownership and management
- Managing OpenTable; reservations, reviews, customer appreciation and experiences, hours of operation, comments, training of hostess', expanding data base, all on a daily basis
- Managing and monitoring ALL external outlets on a weekly basis; OpenTable, YELP, Google; hours of operation, reviews, comments, customer ratings, reservations, emails, etc. and responding as applicable.
- Managing La Tropical retail shop merchandise; appearance, inventory, sales, liaison with marketing in product variety and growth
- Assisting management in scheduling FOH Staff
- Managing, Filing and organizing all restaurant related items with Marketing & Events Manager, ie. Events, parties, private functions, catering on & off premise, etc. where applicable
- Directing, managing and executing (operations execution at La Tropical) all large party business that has been pre-sold by event sales to ensure excellent customer service and execution of the events. Meet frequently with event sales to plan the sales to operations hand-off prior to the event
- Use and leverage Triple Seat (event sales and execution software) with Events Sales, GM, AGM, Executive Sous Chef, Sous Chef
- Managing floor during lunch and dinner hours as Maitre D' – interacting with customers and touching all tables.
- Performance management and improvement system
- Employment and compliance to regulatory concerns and reporting
- Training of FOH Staff to the standards of ownership, when instructed
- Liaison between senior management and staff in weekly meetings
- Involvement/participation in charity events, cooking demonstrations and any other events deemed beneficial to the restaurant (if needed)
- Cooperation with front of house and back of the house managers to ensure quality, consistency and timeliness
- Working & monitoring staff with ownership, GM & kitchen staff for day to day operations and all related events, on & off premise.
- Assurance of compliance with State of Florida Dept. of Health regulations

These are the basic parameters of the position. Additionally the candidate must demonstrate proficiency in the following areas:

- Basic knowledge in usage of POS system (SQUARE)
- Advance level of knowledge in using common administrative software (Microsoft Office, Outlook, Excel, Word, etc.)
- Basic use and operation of equipment and/or knowledge with physical plant (i.e. Printer, scanner, copy machine, etc.)
- Effective time-management and multi-tasking

Candidate must also secure the following certifications:

- Florida Food Manager's License
- University degree preferred, Hospitality
- Spanish language, preferred
- Any additional licenses/certifications deemed appropriate to managing the restaurant to maintain impeccable high safety and sanitation standards