

## **Restaurant Service Manager**

Monocacy Hospitality is an innovative, growth oriented, and entrepreneurial hospitality group located in Frederick, Maryland. Recently founded but steeped in tradition, we are seeking growth oriented, energetic, and driven individuals to join our Team as we tirelessly work to enrich lives and express excellence through the power of enlightened hospitality. Founded in 2022 with the purchase of Brewers Alley, Frederick's Original Brew Pub, we are in the process of building out our Team as we prepare for aggressive growth aligned with our strategic plan in 2023 and beyond.

*Frederick's Original Brewpub, Brewer's Alley has welcomed guests to enjoy its Craft Beer, American cuisine, warm hospitality, and unparalleled service since 1996. Brewer's Alley can be enjoyed through a multitude of dining experiences: The Main Bar, The Terrace Bar, three main dining rooms, The Rooftop Bar, our patio, and our private event rooms. Our Brew Master, Executive Chef, and General Manager continuously collaborate to ensure the utmost quality and consistency in all we do while ensuring a great variety of food and beverage throughout the year.*

### **Who you are:**

The Service Manager, in collaboration with the leadership team, will set and communicate standards and practices for the restaurant to ensure a high performing and fulfilled team. They work closely with the management teams to drive service each day and inspire team members to work together and hold one another accountable to the standards set. They educate and support the service team to create the best dining experience for all guests and the best work environment and experience for all employees.

### **What you'll do:**

- Cultivate a culture of authentic hospitality for all stakeholders that supports our business objectives and growth.
- Maintain excellence and cleanliness in all areas, ensuring that appropriate physical inventory is always available to employees and guests and that all staff is properly acquainted with appropriate standards as they pertain to the cycle of service.
- Maintain positive working relationships with kitchen leaders and line staff throughout service periods, ensuring effective and timely communication.

- Continuously provide support to all service staff and actively participate in the cycle of service as needed.
- Work with beverage management to conduct, reconcile and submit month end beverage inventory.
- Remain current and be compliant with the correct HR practices and policies, holding employees accountable to all standards and practices, evaluating and/or following disciplinary procedure when necessary.
- Ensure that the Payroll process is completed accurately, on time and according to business/accounting procedures.
- Ensure DOL/Health Department compliance as it pertains to the operation.
- Provides feedback and guidance with excellence and hospitality in mind, ensuring that all team members have a pathway for growth and development
- Consistently looks for internal and external opportunities to build our growing team

#### **What we need from you:**

- 2+ years dining room experience in hospitality (fine dining and/or high volume preferred), management experience preferred
- Excellent food and beverage knowledge
- Strong passion for and skill in hospitality
- Excellent verbal & written communication
- Understanding of Microsoft Office applications (Excel, Word, Outlook etc.)
- Understanding of Toast Point of Sale
- Preferred Bachelor's Degree or Certification in Hospitality-related field or equivalent expertise gained from time on the job
- English fluency and Spanish preferred

#### **What you'll get from us:**

- Annual Salary of \$45,000 – 65,000, plus commission\*
- Comprehensive Medical, Dental, and Vision insurance
- Paid Time Off to support you with an active life outside of work
- 20% dining discount throughout the Monocacy family of restaurants and other affiliated businesses

\*The above represents the expected salary range for this position. Ultimately, in determining your pay, we'll consider your experience and other job-related factors.

