

Restaurant/Event Manager

Job description

The Restaurant / Event Manager is a key member of the Desert Wind team, working closely with the chef and kitchen staff in the marketing, planning and execution of banquets/private events and special winery events. He or she will serve as the first point of contact for all events and will work closely with the Executive Chef; he or she holds ultimate responsibility for client satisfaction regarding all events at Desert Wind. The Restaurant/Event Manager is also responsible for overseeing day-to-day restaurant operations and ensuring that restaurant patrons enjoy the best possible dining experience.

Duties and responsibilities

Front-of-house duties

- Coordinating the entire operation of the restaurant during scheduled shifts;
- Managing staff throughout their shift and providing them with feedback;
- Handling customer requests and complaints;
- Ensuring that all employees adhere to the company's dress and service standards;
- Greeting and seating customers and organizing table reservations;
- Recruiting, training and motivating staff;
- Organizing and supervising the shifts of waitstaff, event staff, and front-of-house cleaning staff.

Housekeeping duties

- Maintaining high standards of quality control, hygiene, health and safety;
- Checking stock levels and ordering supplies;
- Preparing cash drawers and providing petty cash as required;