



## NOW HIRING

### Restaurant Manager Reserve 22 at the Village Links

[www.reserve22.com](http://www.reserve22.com)

#### **DESCRIPTION:**

The Restaurant Manager at Reserve 22 is someone who is passionate about food, and providing outstanding guest services, is a problem solver with strong work ethic and leadership skills, and understands that guest satisfaction always takes priority, but that efficient operations make it possible.

The job duties of the Restaurant Manager include, but are not limited to, supervising all activity in the front of the house relating to Servers, Hosts, Bartenders, Bussers and Runners. Responsible for training and ensuring that professional and responsive service by Staff is provided to Village residents and the general public. Position reports to the Food & Beverage Director.

#### **ESSENTIAL FUNCTIONS:**

- Regularly engage guests to insure outstanding guest experience daily.
- Identify and delegate responsibilities to shift leaders and staff to ensure objectives are met and excellent service is consistently achieved
- Effectively manage the operation in the absence of the Food & Beverage Director
- Assist Food & Beverage Director with a variety of administrative duties as assigned, such as payroll, scheduling, inventory management, accounting and reporting
- Effectively hire, train, supervise, and evaluate Front of House staff
- Implement company policies and procedures by developing plans and instructing staff
- Provide direction to shift supervisors and staff to achieve facility goals and KPI's
- Consistently review operations and staff, assess and coach performance on an ongoing basis, holding staff accountable for their respective responsibilities
- Create a positive guest experience by delivering a consistently high level of service in all areas, engaging with guests on a regular basis
- Manage facility to meet or exceed standards in food quality, safety, and cleanliness
- Solicit guest feedback to understand the wants and needs of guests
- Assist in conducting effective staff meetings, including daily pre-shift meetings
- Assure that all FOH staff have expert menu knowledge
- Participate in weekly management meetings, to identify opportunities for growth and improvement
- Performs other duties as directed by the Food & Beverage Director
- Promote a professional, safe, non-hostile work environment for all employees

Village of Glen Ellyn  
[www.glenellyn.org](http://www.glenellyn.org)

## **QUALIFICATION REQUIREMENTS:**

- Bachelor's degree; or 4 years related experience and/or training; or equivalent combination of education and experience.
- High school diploma or equivalent required.
- Minimum three (3) years of supervisory experience in hospitality/food service.
- Must be at least 21 years of age.
- Ability to maintain a professional demeanor and communicate effectively with customers, vendors, employees, and the general public; must be able to effectively resolve service concerns in a timely manner.
- Previous experience with coaching, inspiring, and developing high-performing teams is critical.
- Demonstrated experience with implementing customer appreciation/loyalty initiatives.
- Ability to perform basic mathematical calculations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations; and must be able to use good judgment in effectively solving problems.
- Ability to work in extreme temperatures for extended periods of time.
- Ability to operate various types of equipment – standard office equipment, including telephone, copier, computer and related software (e.g. MS Office Suite), and point of sale systems-POS) is a plus.
- A valid driver's license.
- Qualified applicants must be able to work flexible hours, as needed, including days/evenings, weekends, and holidays.

## **SALARY/BENEFITS:**

The salary range for this full-time, exempt position is +/- \$45,094-\$68,598/year (Grade: F) DOQ. Position includes full benefits, as well as participation in the Illinois Municipal Retirement Fund (IMRF) defined benefit retirement pension plan, plus eligibility to earn additional incentive-based compensation. Actual starting salary is negotiable, and will be dependent upon qualifications, experience, and professional achievement. Bonus pay is available as well based on profitability and performance.

## **HOW TO APPLY:**

1. Interested candidates should submit a resume and cover letter to [vgeresume@glenellyninfo.org](mailto:vgeresume@glenellyninfo.org). Hard copies (faxed, mailed, or hand-delivered) of resumes will be declined.
2. Applicants must indicate **(Job ID: #01-18 Restaurant Manager)** in the subject line of e-mail.
3. The selected finalist will be required to successfully pass a pre-employment criminal background check, reference check, and post offer medical physical with a drug screening.
4. The position is open until filled; however, **first review of resumes will begin February 16, 2018.**

*Candidates requiring reasonable accommodations under the Americans with Disabilities Act should contact Human Resources at 630-469-5000.*

**THE VILLAGE OF GLEN ELLYN IS AN EQUAL OPPORTUNITY EMPLOYER**