



Chicago

GENERAL INFORMATION

Position Title: Bar Manager

Pay Status: Exempt

Job Status: Full-Time

Reports To: F & B Director

Employer: Randolph Entertainment LLC DBA Teatro Zinzanni

Start Date: 07/01/2024

Compensation: Starting at \$52,000 D.O.E.

SUMMARY:

Teatro Zinzanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a fabulous multi-course meal.

The venue is a 300-seat restaurant that is housed inside a Belgian wooden tent, with opulent furnishings and mirrors throughout, located in the Chicago Loop area, on the 14th Floor of the Cambria Hotel. The venue has been operating successfully since 2019.

The smooth operation of Teatro Zinzanni is based on teamwork and the shared responsibility of sales, production and service staff. Our success is determined by the integration of excellent guest service from ticketing to night of show and beyond, the quality of the show and seamless food and beverage operations.

POSITION SUMMARY:

Works under General Manager supervision in overseeing bar operations encompassing beverage menu creation, beverage and bar supply purchasing, storage, preparation, presentation, minimization of waste, and supervision of beverage execution by bar staff. Accountable for achieving budgeted costs for beverage products.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

Bar Operations

- monitoring and supporting the smooth daily bar operations of a 300 seat capacity performance venue that requires beverage production in synchronic rapport to a show timeline

- supports the creation of show specific beverage menus (specialty cocktails, spirits, wine, beer and non alcoholic) with emphasis on *visuals, seasonality and novelty and collaboration with Chicago centric purveyors* as well as seamless execution of the whole TZ beverage program
- spearheading and participating in all ongoing beverage centric research
- placing and receiving orders and ensuring timeliness and accuracy in the process
- ensuring all aspects of the bar operations are compliant with applicable government regulations at all times
- creating and monitoring cleaning and maintenance schedule of all bar equipment and bar storage areas
- compiling and distributing daily Bar Performance Report and providing ongoing suggestions for improving service standards and staff development
- performing other duties and responsibilities as required

Bar Financial

- researching costs and pricing products/maintaining costing and pricing structures
- monitoring and analysis of product performance and waste control reports
- creating, documenting, coding and maintaining beverage ordering processes using beverage management software tools
- executing and documenting ongoing weekly and monthly physical inventory using beverage management software tools

Bar Staff

- leading, supervising and supporting beverage staff during service operations
- providing guidance for bar staff performance according to TZ vision and guidelines (coaching and supervising beverage execution, processing of guests beverage needs from arrival and top of show, to course service and end of show)
- attending and participating in daily hospitality staff operational meetings and preparing a weekly summaries
- establishing accurate and efficient systems of interaction and delivery of information between bar, kitchen and production and show floor
- creating staff *training* modules; determining bar staff *training* schedules, leading and tracking progress for existing and new employees; preparing day-to-day beverage upselling assignments for the bar and dining room staff
- In collaboration with Restaurant Room Manager, Production Manager and production staff, trains and coaches bar staff to adhere, deliver and interact correctly with performers and overall beverage sequence of nightly show
- creating bar staff duties (daily, weekly and monthly)
- bar staff overall work presence and attendance supervision, leads and monitors bar staff during pre-show activities and process (workload, efficiency, punctuality, observance of dressing-up process, crew meal process, punctuality and roll call for daily restaurant staff meeting and post-show activities and process (end of show service patterns, operational clean up, service staff end of shift procedures and staff departure, etc.)

Hospitality Team

- works under F & B Director supervision and in collaboration with the Restaurant Manager toward maintaining high standards of operations and staff morale, cleanliness and safety.
- attending and participating in hospitality management operational meetings and preparing a weekly beverage operations summary

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- Professional behavior: this includes maintaining an upbeat, uplifting and positive attitude; with a calm, composed and strong appearance as well as setting an exemplary performance example for all coworkers.
- Capacity to deliver excellence in all aspects of interactions with guests and peers, showcasing understanding, maturity, control and finesse
- Must possess integrity, common sense, sense of perspective and sense of humor
- Must have sense of work ethics, responsibility and pride in the work and the work team
- Must have measurable -both short and long term- goals for employee coaching and training
- Timely, focused and capable of meeting deadlines while maintaining a high degree of accuracy
- Requests assistance when appropriate, and capacity to delegate when needed.
- Ability to work with and communicate well with all types of staff personalities
- Deflecting conflict in a public setting with tact, calm and speed
- Maintaining confidences, handling highly confidential materials, and maintaining a confidential work area
- Considerable ability to establish and maintain effective working relationships with individuals and groups of various cultural and socioeconomic background
- Minimum bachelor's degree or equivalent
- Minimum 5 years of experience in a high volume, bar environment/preferably upscale or fine dining entertainment venue
- Must be a professional career bar manager with keen attention to detail, cleanliness and timing
- Must have a passion for innovative, outstanding cocktails and strong interest and knowledge in food and wine
- Computer & software skills, experience with Toast POS systems preferred

WORKING SCHEDULE/ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced, complex theatrical environment incorporating a 330-seat fine dining restaurant.
- The employee requires good organizational skills, memory, and the ability to respond to changing demands as needed.
- The atmosphere includes loud noise, bright lighting and strobe lights.

Works all shows: this position has a primary schedule of Tuesday through Sunday (Schedule will vary according to the show calendar). This is a hands-on and feet-on-the-floor type position, with a typical day consisting of 1-2 hours planning and organizing, and 6-7 hours interacting with the staff and guests.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, and talk or hear.
- The employee is required to stand and walk during most of the shift while carrying heavy, full trays of food and dishes.
- The employee must frequently lift and carry up to 40 pounds.

Randolph Entertainment LLC (hereinafter "Teatro ZinZanni" or "Company.") IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume in PDF format to:
chi-restaurant-jobs@zinzanni.com