



Chicago

GENERAL INFORMATION

Position Title: Restaurant Manager

Pay Status: Exempt

Job Status: Full-Time

Reports To: _____ F & B Director _____

Employer: Randolph Entertainment LLC DBA Teatro Zinzanni

Start Date: 08/14/2024

Compensation: 70K+

SUMMARY:

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

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 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 customer service from ticketing to night of show, quality of the show and seamless food and beverage operations.

Teatro Zinzanni is a fine dining restaurant and theatrical performance where comfort with, and enthusiasm for this unique work environment is essential.

POSITION SUMMARY:

The Restaurant Manager works under F & B Director's supervision and guidance in overseeing the restaurant operations encompassing daily operations for both front and back of the house, manager and staff supervision and scheduling, inventory and inventory management, show implementation, integration of beverage and food service with show, staff management (staff selection, scheduling and performance), and guest relations (guest satisfaction and guest issues resolution). This position requires upholding Teatro Zinzanni core values in the overall operations of a fine dining restaurant in a live, fast-paced theatrical environment.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

Restaurant Operations

- responsible for all daily hospitality/dining room operations and its integration with the overall show operations from the beginning to the end of performance
- leadership and supervision of both back of house and service staff (bar operations, kitchen operations and service staff operations)
- leading department and interdepartmental operations and preparing and implementing all supporting documents associated with these operations
- responsible for the execution of nightly closing paperwork and duties and any other supporting documents
- responsible for weekly and monthly processing of financial documents (vendors, repairs & maintenance, etc.)
- responsible for all hospitality inventories/inventory tracking and management
- responsible for staff schedules and timely payroll processing
- responsible for maintaining food and beverage operations costs according to budget
- responsible for the upkeep and maintenance of food and beverage related systems, tools, and machinery
- attending restaurant operational meetings and preparing a weekly summary
- compiling staff and guest performance reports
- performing other duties and responsibilities as required

Staff Management

- recruiting, hiring and onboarding of all hospitality staff
- leading and supervising all night of show operations and activities, including seamless service coordination between back of house, front of house and production teams
- preparing day-to-day labor assignments/working with box office team
- creating front-of-house schedules (daily, weekly and monthly), and communicating pertaining to these schedules (call-offs, on call, schedule limitations, vacation requests etc.) as well as ongoing training schedules.
- responsible for service staff overall work presence and attendance; leads and monitors service staff (bar, busser and server) during pre-show activities and process (work load, 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.)
- establishing accurate and efficient systems of interaction and delivery of information between all sides of the operations: bar, kitchen and production and show floor
- establishing, codifying and maintaining service standards. Such standards will include: details of course service, operational logistics and service patterns, efficiency, loss prevention, sales techniques, general presentational demeanor, side work etc.
- In collaboration with Production Manager, trains and coaches service staff to adhere, deliver and interact correctly with performers and overall sequence of nightly show
- creating staff training modules; determines staff training schedules and tracks

- progress for existing and new employees
- compiling data from daily Guest and Staff Performance Report and providing ongoing suggestions for improving service standards and staff development

Guest Management

- working with F & B Director and General Manager to ensure outstanding guest experience during operations (strong hospitality presence on show floor from welcome to departure)
 - supervising group sales activity (guest arrival, seating, service, and departure) and processing group sales related financial documents
 - managing hospitality VIP program, guest satisfaction data collection and follow up
 - timely and tactfully resolution of guest issues
 - works with General Manager toward maintaining front of house cleanliness and safety programs
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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 strong 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 backgrounds
- Minimum bachelor's degree or equivalent
- Minimum 5 years of experience in high volume, upscale or fine dining environment
- Experience in human relations in a hospitality environment
- Computer skills, with Excel/Toast as an emphasis, are required

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 300-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 Wednesday 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:
chicago-restaurant-jobs@zinzanni.com