



Seattle

GENERAL INFORMATION

Position Title: TZ Restaurant Manager

Job Status: Exempt

Reports To: Board of TZZ, Inc and in Coordination with the Director of Operations

Employer: TZZ LLC DBA Teatro Zinzanni

Start Date: Nov. 1, 2025 – April 20, 2026

Compensation: \$65,000 - \$85,000 D.O.E.

POSITION SUMMARY:

The job duties of the Restaurant Manager are essential to the successful operation of Teatro Zinzanni. The RM oversees daily food and beverage operations and ensures customer satisfaction.

The RM manages staff scheduling, nightly reconciliation, payroll, and human resources functions. They are tasked with managing the nightly staffing schedule, ensuring that the restaurant and bar are properly staffed, manage the overall floor operation and helping to expedite the nightly food plan. The RM coordinates and manages any HR needs as they arise in conjunction with the Director of Operations.

To ensure the smooth and efficient running of the restaurant this position has oversight and coordinates with the Box Office staff on the customer seating map, group reservations and any customer special needs. They coordinate the overall lobby operations with the Director of Operations and Box Office. They also coordinate with the Director of Marketing on any special guests reviewing the show and any special marketing of F&B.

In addition to the staff management, they coordinate with our vendor catering company on the daily and weekly food needs and with the consulting chef on any new menu creations. This position oversees the service side of the nightly execution in the BOH area. The RM is in charge of communicating with the vendor regarding the overall standards for food, they conduct regular quality checks and address any issues that arise. They also maintain the standards for beverage presentation and service.

The Restaurant Manager must be an effective leader, communicator, and problem-solver, able to juggle multiple priorities and adapt quickly in a fast-paced environment. Through diligent planning, attention to detail, and a commitment to exceptional customer service, the Restaurant Manager plays a vital role in creating a memorable dining experience that keeps patrons coming back.

SHOW SUMMARY:

With a 27-year history behind it, Teatro Zinzanni in Seattle presents a full evening of entertainment, combining cirque artists, European cabaret, comedy, contortionists, jugglers and illusionists with live music and a gourmet multi-course meal.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

- **Operational Management**
 - Oversees daily operations of all food and beverage, including the restaurant, back of house, and the bar.
 - Manages restaurant and bar staff of 30 people
 - Manages nightly restaurant operations
 - Reviews the information exchange between the box office and catering vendor for accuracy and understanding
 - Coordinates with the box office on the seating chart and makes sure all seating issues are resolved.
 - Solves customer service issues as needed
 - Manages final evening reconciliation of incoming revenue and prepares paperwork for the finance department.
 - Approves timecards for payroll
 - Works with Marketing on all menu changes for F& B for printing
 - Review tip shares
 - Communicates monthly show schedule to the Liquor Control Board
 - Manages menu changes for special events, NY, etc managing cogs with catering company
 - Reviews sales of menu items and works with caterer/chef on any adjustments
 - Training staff on upselling menu choices
- **Staff Management:** Recruit, hire, orient, train, and supervise staff, including, scheduling, and performance management.
- **Budgeting and Financial Control:** Manages the nightly reconciliation, weekly staff expense and any weekly product expense as needed for the bar and any onsite expense for the restaurant or bar.
- **Inventory Management and Equipment:** Oversees inventory, ensuring adequate stock levels, for plateware, glassware and the bar. They also work to minimize waste within the bar and advise the caterer on food waste and other food issues.
RM manages POS system and manages restaurant equipment needs and repairs.
- **Customer Service:**
 - Work collaboratively and positively with the Director of Brand and Marketing, Director of Audience Services and Sales, and Operations Director in order to ensure the highest level of guest experience.
 - Lobby customer flow
 - NOS groups
 - Seamless and timely seating experience
 - Ensure a positive and memorable experience for all guests while working in collaboration with the box office on specific customer needs.
- **Vendor Relationships:** Build and maintain relationships with suppliers and vendors as needed.

- **Compliance:** Adhere to health and safety regulations, as well as company policies.
 - Addresses customer complaints and advise appropriate departments of needed actions
 - Works with finance to ensure the proper accounting and reconciliation of the POS system
 - Audit and approve payroll
 - Revise the beverage program as needed for operational and cost control
 - Monitor employee dress codes according to policies and procedures.
 - Monitor purchasing and receiving for products and supplies to ensure proper quantity, quality and price for purchases.
 - Attend to the HR needs in partnership with the Director of Operations as needed
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JOB QUALIFICATIONS

Essential minimum skills and experience:

- Min. 5 yr. of restaurant management experience including budget
- High level of Hospitality expertise
- Managed a staff 30 people including BOH, FOH and Bar.
- Consummate managerial skills with a track record of direct supervisory experience and the ability to achieve goals through leadership, influence, and teamwork
- Has excellent positive communication skills & able to project a positive attitude and work in collaboration with all departments
- Ability to consistently implement several projects simultaneously in a fast-paced environment.
- Fosters trust and open/honest communication with the internal team and others
- Ability to meet deadlines and work well under pressure
- Ability to manage and operate the POS (Point of Sale system)
- Experience with detailed restaurant operations
- Strong computer skills and knowledge of spreadsheet programs (particularly Excel)
- Experience with detailed financial reporting
- Ability to communicate clearly verbally and in writing.
- Highly developed organizational and management skills.
- Ability to multi-task
- Good listening skills.
- Collaborative mind-set
- Solution based mind set
- Anticipates project needs and proactively delivers
- Has managed outside vendors
- Mature negotiation skills
- Has managed onsite HR issues
- Knows bar operations
- Has worked with chefs on menu changes

- Catering experience a plus
 - Availability and willingness to work evenings and weekends, as necessary and has the ability to plan for administrative needs.
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WORKING SCHEDULE/ENVIRONMENT

Works onsite at a seasonal theatrical site. Must be able to regularly speak and write in English; and talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Generally, works a five-day/evening on show nights Wed. through Sunday depending on Administration and show need. Schedule is built to accommodate both sets of needs. Shifts may include early mornings (matinees) and/or evenings and weekends. Additional hours may be required.

TZZ, 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: restaurant-jobs@zinzanni.com