



Seattle

GENERAL INFORMATION

Position Title: Dining Room Manager

Pay Status: Non-Exempt

Job Status: Full-Time

Reports To: Director of Operations

Employer: TZZ LLC (dba Teatro Zinzanni)

Start Date: 09/15/2023

Compensation: \$35 per hour

Last Revision Date: 06/01/23

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 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's newest show will be performed at our residency in Seattle at the Lotte Hotel. This one-of-a-kind run of performances brings together two iconic Seattle brands during Teatro Zinzanni's 25th anniversary year, promising an opulent, world-class extravaganza in the breathtaking setting of the hotel's largest venue, the Grand Ballroom in The Sanctuary. The Teatro Zinzanni dinner and show experience will open this Fall and run into 2024.

POSITION SUMMARY

The Dining Room Manager works under Director of Operations supervision in overseeing restaurant operations encompassing show implementation, integration of beverage and food service with show, staff management (staff selection, attendance and performance), 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.

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

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

Restaurant Operations

- restaurant floor operations, both on the show floor (guest/server) and off (inter department/peer)
- service staff management throughout show (processing of guests arrival and top of show, as well as course service and end of show operations)
- processing department and interdepartmental financial documents
- compiling Staff and Guest Performance Report
- preparing nightly closing paperwork and duties
- attending restaurant operational meetings and preparing a weekly summary
- performing other duties and responsibilities as required

Staff Management

- preparing day-to-day labor assignments for General Manager for approval * works with host and box office staff
- creating front of house schedules (daily, weekly and monthly), and all communications pertaining to these schedules (call offs, on call, schedule limitations, vacation requests etc.) as well as ongoing training schedules.
- 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.)
- working with General Manager toward 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 and BSM staff, 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 Production Stage Manager and Department of Operations 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 restaurant VIP program, guest satisfaction data collection and follow up
- Works with General Manager and Bar Manager toward timely resolution of guest issues
- maintaining front of house cleanliness and safety programs

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- Professional behavior: this includes maintaining a 5 star demeanor and verbiage in all interactions with an upbeat, uplifting and positive attitude
- Calm, composed and strong appearance, as well as setting an exemplary performance example for all coworkers
- Timely, focused and capable of meeting deadlines while maintaining a high degree of accuracy
- Ability to work with and communicate well with all types of staff personalities
- 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 in the work team
- Deflecting conflict in a public setting with tact, calm and speed
- 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 has capacity to delegate when needed.
- Ability to work with and communicate well with all types of staff personalities
- 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

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 285-seat fine dining restaurant.
- DRM position 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.

This position has a primary schedule Tuesday/Wednesday through Sunday, 2pm through the end of the show. (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.
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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.