

OPERATIONS MANAGER / RESTAURANTS



JOB OVERVIEW:

This position is responsible for supporting the Restaurant Division within the Food & Beverage department to ensure all outlets are providing excellent visitor service standards while staying in compliance with all applicable SNHD requirements. The ideal candidate has experience in a fast paced, high-energy environment and can demonstrate strong communicative skills and collaborate well with others. The Restaurant Operations Manager should have an extensive knowledge of all aspects of Food & Beverage operations and be able to share and teach others the knowledge they have obtained through strong leadership and professional guidance. This position will have direct oversight over quick service food venues, such as a Sushi Hand Roll Bar, a Coffee shop, and a Soft Serve & Boba concept shop. This position is exempt from overtime.

JOB RESPONSIBILITIES AND DUTIES:

- Exhibit exceptional communication and interpersonal skills, dealing with many types of people at all levels in a direct diplomatic way to always achieve best results
- Work closely with the Director of F&B and/or the Associate Director of F&B to deliver on all food & beverage and operations needs for the assigned venues
- Build a strong team and develop them for overall success of the department and the company.
- Works with various support teams across property to execute daily operations (security, housekeeping, customer experience, warehouse, property operations, facilities, production, attractions, vendors, partners, etc.)
- Hires, trains and manages the front of house staff as business requires, including upsell strategy.
- Ensures all staff is trained on best practices for food preparation, proper and legal alcoholic beverage service, coffee service, kitchen safety techniques and understanding of SNHD standards
- Assess performance of all assigned outlets and determine product performance, suggest adjustments to product placement and inventory in accordance with the department plan.
- Sets daily and weekly work and cleaning schedules for front of house and back of house staff
- Must maintain a professional workplace appearance
- Must possess good judgement with the ability to make timely and sound decisions
- Run report from the POS system to review and audit, transactions, items sold, pricing. Must be able to upkeep the basic functionalities of the POS system.
- Daily upkeep, verification, and corrections in timekeeping software
- Overseeing staff payroll-related responsibilities accurately, such as timecard management, time off requests and tip distribution log
- Work with local suppliers for purchasing of spirits, dry goods, food, coffee, supplies, etc. within the department guidelines.
- Manages inventory, COG's, labor, product mixes, valid work cards, etc.
- Be able to clearly report financials and descriptive recaps to senior management and other AREA15 executives at regular daily intervals and upon request.

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CONT. JOB RESPONSIBILITIES AND DUTIES:

- Create and improve the existing policies and procedures for the F&B operations department
- Be available to respond to time sensitive matters
- Other duties as assigned.

QUALIFICATIONS & SKILLS:

- Applicants must be 21 years of age or over
- Proof of eligibility to work in the United States
- Be comfortable participating in creative, entrepreneurial start-up environment, introducing new concepts and innovations
- Must be able to make sound decisions and solve problems in a fast-paced environment
- Resolving conflicts and negotiating with others and know when to escalate them to upper management or relevant department(s).
- Financial analysis, basic accounting knowledge
- Proficient knowledge of POS (Square), timekeeping software (Paychex), and purchasing systems (Yellow Dog)
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Possess the ability to allocate both human and material resources creatively and efficiently, seeing the bigger picture as well as the finer details in a systematic organized approach
- Must be organized and detail oriented when dealing with food standards, costs, safety, creating work schedules, shipments, cleaning schedules, etc.
- Must be able to create and apply SOPs to ensure consistency within your department
- Proficient knowledge of applicable SNHD guidelines and requirements
- Establishing and maintaining interpersonal relationships
- Valid work cards (Health, Alcohol Awareness and Non-Gaming)
- Experience in developing and building teams
- Degree from accredited four-year institution preferred
- 3-5 years of experience in high volume food & beverage operations
- Demonstrate strong leadership skills, including exceptional time management and delegation
- Ability to work varied shifts, including weekends and holidays
- Must be able to work a demanding schedule when needed
- Must be able to lift 25lbs
- Work in an environment that is subject to varying levels of noise, crowds, flashing lights and smoke
- Must be able to stand, walk, bend and lift for extended periods of time
- Must be proficient in the English language; additional language skills preferred
- Must have the ability to withstand high temperatures, heat, and sun exposure

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ABOUT AREA15

AREA15, located minutes from the Las Vegas Strip, is the world's first purpose-built experiential entertainment complex offering live events, immersive activations, monumental art installations, extraordinary design elements, unique retail, ground-breaking technology, bars and eateries and [much more. With a growing collection of dynamic destinations including Dueling Axes, Emporium, Lost Spirits Distillery, Oddwood Bar, Wink World, The Beast, a culinary experience by Todd English, and anchor experience, Meow Wolf's Omega Mart, AREA15's is an ever-changing art, retail and entertainment destination attracting locals and tourists of all ages.](#)

For more information visit www.AREA15.com and follow on Instagram and Twitter: @AREA15Official; Facebook: [AREA15LasVegas](#) and YouTube: [AREA15](#).

AREA15 is an equal opportunity employer and values diversity. We are committed to complying with all federal, state and local laws providing equal opportunities and all other employment laws and regulations.

To apply for this position, [CLICK HERE](#).

