



POP ROC FRONT OF HOUSE LEAD

SUMMARY

POP ROC provides casual dining with an emphasis on experience. We are a fun place where everyone can participate, learn, and experience pop culture of the past, present, and future in a safe and exciting atmosphere. We consider ourselves a variant in the world, a place that is rare, unique, and special. Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

The POP ROC Front of House Lead (FOHL) completes a variety of creative, organizational and leadership tasks to ensure the front of the house runs optimally and our guests' experiences are exceptional. The FOHL is passionate about pop culture and service while sharing our core values of fun, creativity, safety, and community. They are responsible for leading the front of house staff, as well as serving as part of the service staff. This is to ensure guests are consistently receiving the best possible experience, and the service staff meet or exceed their sales goals.

The FOHL is responsible to help build an extraordinary service team, ensuring they are well-trained and consistently supported. They should possess an innate passion for food, beverage, and hospitality and are intrinsically motivated. They are extremely detail-oriented, possess strong leadership skills, have a dynamic floor presence, exhibit impeccable guest service, thrive under pressure, and have the ability to problem-solve and address issues with those they supervise.

The FOHL serves as part of the Leadership Team, working closely with the General Manager and the Back of House Lead.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcoming guests with enthusiasm, informing them about specials or new products, offers and events, answering questions, and accepting orders and payments in a timely fashion.
- Preparing and pouring beverages such as and grinding and blending coffee beans, brewing coffee, preparing mocktails, and serving items to guests.
- Answering the phone to take orders, reservations, answer questions and take messages.
- Work with staff to develop unique beverage recipes.
- Work with Back of House Lead to ensure open communication between departments and that operations run smoothly and guests receive a great experience.
- Maintain proper hygiene, a positive disposition, and appropriate restaurant attire and appearance in accordance with NYS health and safety regulations.
- Manage reservation systems.
- Ensure delivery and takeout orders are being properly managed and fulfilled.
- Fields guest complaints and addresses issues in a positive manner when they arise.
- Controls day-to-day operations by scheduling and developing the front of house team members.
- Controls profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.

UPDATED MAY 07 2023



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- Monitoring inventory and purchasing supplies and beverages from approved vendors.
- Assisting and directing front of house staff in beverage preparation, creation, presentation and delivery.
- Identifying and introducing new barista and serving techniques.
- Help foster positive relationships within the community in an effort for POP ROC to better serve the community inside and outside the cafe.
- Keep the bar stocked with garnishes and supplies needed for beverages including clean glasses and utensils.
- Keep the bar, chairs, and tables clean by sanitizing surfaces, vacuuming, sweeping and mopping all floors, removing soiled dishes and glassware, scrubbing coolers and storage areas, and emptying trash and recycling receptacles.
- Monitor restrooms for cleanliness.
- Learning about brewing methods, beverage blends and preparation, and presentation techniques to improve beverage quality and experience.
- Updating signage and displays to attract and inform guests.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Gather guests' feedback and recommend improvements to our menus.
- Identifying and targeting areas in which the company can improve operations.
- Ensures FOH staff are properly reporting hours and tips.
- Works at resolving conflicts and issues with FOH staff.
- Availability to work within opening hours and at times, during closed hours to complete leadership tasks such as inventory, reviews, and product research and development. (e.g. evenings, holidays, weekends)
- Ability to travel to meet with potential beverage suppliers and check the quality of their product.
- Work as part of a fun, high-energy team.
- Keep abreast of beverage trends, pop culture news, trends, comics, and collectibles.
- Participate in planning and execution of in-house and/or catered events.
- Available to attend team meetings to keep feedback loop going, increase efficiency to build company sustainability, and hold each other accountable.
- Developing and implementing guidelines for employee evaluations, recruitment, and promotion.
- Managing performance of team members, including conducting performance evaluations, training.
- Complete any additional training needed to abide by NYS laws and regulations and set forth by management.
- Driving sales and guest satisfaction to meet or exceed sales and guest service goals.
- Creating a fun and safe environment for team members to develop in.
- Adhere to core values and company policies at all times.
- Ensures that all health and safety codes, beverage safety regulations and quality controls, as well as the company safety and security policies, are being adhered to.
- Responsible for clocking in and out for shift and reporting tips



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JOB TYPE

- Up to 40 hours per week *Subject to change according to business needs

COMPENSATION

- \$15/hour plus tips. Tip pooling is required when there are multiple service staff members working at the same time.

REPORT TO

- General Manager

EDUCATION/EXPERIENCE

- High School Diploma or equivalent.
- 1+ years management or supervisory experience in a restaurant, hotel, retail or general business required.
- Proven track record of leadership and managerial skills while providing exceptional customer service is required.
- Knowledge of menu items and ingredients with the ability to develop unique recipes.
- Current knowledge of trends in the restaurant industry.
- Comfortable training, directing and supervising FOH staff.
- Excellent time management, organization and attention to detail skills required.
- Solid references.

SUPERVISORY RESPONSIBILITIES

- This position requires supervisory responsibilities of the FOH staff including Funtenders and Front of House Supporters. This position also requires exceptional leadership skills, including motivation and goal-setting.

LANGUAGE ABILITY

- This position requires excellent listening skills, as well as written, verbal and group communication skills.

MATH ABILITY

- This position requires intermediate math skills. Understanding product value, profit margins, inventory management, measuring ingredients, and the ability to meet sales goals is required. Must have analytical skills to evaluate data and make operational decisions.

REASONING ABILITY

- This position requires problem-solving and decision making skills, and the ability to be flexible and adapt in any situation such as handling fast-paced situations with coworkers and customers calmly and rationally.

COMPUTER SKILLS



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- Must be proficient with the use of the internet.
- Must be proficient in Gmail, Google Calendar, Google Docs, Google Sheets, Google Slides, and other appropriate software.
- Previous experience using restaurant point of sale tools such as Square a plus.

PHYSICAL DEMANDS

- Ability to move, bend, and stand.
- Ability to lift boxes up to 50 pounds.
- The use of hands and arms to reach for, grasp and manipulate objects is required.
- Ability to work in front of a computer for extended periods of time.
- Finding appropriate solutions to lifting and moving more than 50lbs when necessary.

MISSION & FOCUS

- Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

VISION

- Become a leader in the food service industry as an advocate for our community.
- Work with and help shape the next generation of community leaders.
- Become nationally recognized as a popular culture destination.

CORE VALUES

- **Creativity** - We foster an environment where we believe all things are possible.
- **Safety** - Be a safe environment where people feel welcome, comfortable, and included.
- **Community** - Build relationships within our community to make a positive difference.
- **Fun** - Create an experience that is desirable and enjoyable for everyone.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.

It is the policy of POP ROC to provide equal employment opportunity (EEO) to all persons regardless of race, age, color, national origin, citizenship status, physical or mental disability, religion, creed, gender, pregnancy, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. In addition, POP ROC will provide reasonable accommodations for qualified individuals with disabilities.