



Job Name	Service Manager
Location	The Elderwood 210 N. Court St. Visalia CA 93291
Reports To	Restaurant Manager
Schedule	Salaried Fulltime Position
Compensation	\$62,500/Year

Job Summary

The Service Manager oversees all aspects of Elderwood’s guest services, including HR and training, reservation management, customer service standards, ordering restaurant supplies.

- HR: Building, training, and retaining a quality team.
 - Finding and retaining talent
 - Training staff and communicating standards and expectations
 - Creating a positive creative work culture
 - Make certain proper meal breaks are taken
 - Holding staff members accountable
 - Manage front of house scheduling and staffing
 - Monitor overtime and hit labor goals while maintaining excellent customer service.
- Cleanliness and Maintenance
 - Keep service areas clean and well maintained
 - Keep restrooms clean and stocked
 - Order and keep front of house supplies well stocked
- Customer Service
 - Set the standard of service in the Valley
 - “Setting the table”
 - Create a vibrant joyful environment
 - Set the mood with lighting and music
 - Monitor guest reviews on major review sites
 - Consistently create uplifting memorable experiences
 - Create a service manual “playbook” for Elderwood
 - Conflict resolution with guests
 - Create a service culture of genuine, authentic hospitality
 - Monitor Guest reviews on major review sites. Yelp, Trip Advisor, Google Places, RESY
 - Respond to reviews
 - Monitor review sites to catch recurring problems and issues that may need to be fixed.
- Run the floor during service times
 - Touch tables and checking in with guests
 - Help team when needed

- Execute high standards of customer service
 - Make sure every guest is being adequately served
 - Fix problems and issues as they arise
- Systems
 - Work with Restaurant Manager to manage Toast, RESY and other systems
- Sales
 - Work with upper management to develop and reach cover and sales goals
 - Train service staff to upsell and promote specials
 - Organize reservations and tables to maximize space, time, and revenue
 - Manage the balance of needing to flip tables while not “rushing dinner service”
- Community Outreach and Vendors
 - Work with Restaurant Manager and Chef to build local relationships and source local ingredients
- Team Collaboration and Events
 - Work with Events team to execute events
 - Communicate well with Event and Hotel Team
 - Attend team meetings and stay informed on upcoming events
 - Work with sales team to create social media content and promote Elderwood