



Front of House Manager

Position Summary

The Front of House Manager is responsible for leading daily front-of-house operations while creating a positive, professional, and guest-focused environment. This role oversees team performance, staff accountability, shift execution, and operational standards to ensure an exceptional experience for guests and employees alike.

The ideal candidate is a strong leader who communicates effectively, coaches consistently, and maintains professionalism while supporting the overall success of the Kingpinz team.

Key Responsibilities

Team Leadership & Staff Development

- Coach, support, and manage front-of-house team members during all shifts
- Lead by example while maintaining a positive and professional work environment
- Hold staff accountable to Kingpinz service, appearance, and performance standards
- Provide ongoing coaching and feedback to improve team performance
- Address employee concerns and performance issues professionally and promptly
- Handle disciplinary actions and documentation for team members within assigned areas of responsibility

Shift Management & Operations

- Oversee daily front-of-house operations to ensure smooth and efficient service
- Ensure all staff follow Kingpinz policies, procedures, and uniform standards
- Maintain proper cash handling and cash management procedures
- Communicate operational updates, staffing needs, and shift information through approved communication platforms
- Ensure all required documentation and reports are completed accurately and submitted appropriately
- Assist with problem-solving and guest recovery when needed
- Support a clean, organized, and welcoming environment throughout the facility



Qualifications

- Previous restaurant, hospitality, entertainment, or customer service management experience preferred
- Strong leadership and communication skills
- Ability to multitask and work in a fast-paced environment
- Reliable, punctual, and highly organized
- Comfortable coaching employees and holding team members accountable
- Professional demeanor with strong conflict-resolution skills

Schedule & Expectations

- Full-time position averaging 40–45 hours per week
- Availability to work evenings, weekends, and holidays as needed

Benefits & Perks

- Competitive management benefits package available
- Food and beverage discounts
- Employee perks at sister company Suite Shots

