



Position Title: Customer Service Manager

Reports to: Food & Beverage Manager

Reporting to this position: Shift Managers and Wait Staff

Type: Part-Time, Exempt

The Customer Service Manager is responsible for creating and maintaining a service-oriented environment and engaging our customers while achieving high levels of team performance and leadership at every Las Hamacas location.

Responsibilities:

1. Leadership

- Lead by example in all areas by becoming the expert in all aspects of the restaurant
- Use management techniques to maintain budget and cost control in order to achieve sales and profitability goals
- Able to work independently to see the **operations and brand** are properly taken care of at the highest of standards
- Assist in developing, planning, and executing restaurant marketing, advertising, and promotional activities and campaigns; develop business relationships within the surrounding communities
- Ensure sales goals at each location are achieved
- Perform regular restaurant audits and location visits to evaluate how operations are doing
- Regularly measure and evaluate service levels and standards using customer and employee feedback and develop plans for continuous improvement
- Supervise and develop all staff by facilitating Training of existing and new standards, systems, and processes
- Assist in recruiting, hiring, and performance management to build and maintain a talented workforce
- Make waitstaff employment and termination decisions with the support from Corporate
- Communicate well all aspects of weekly operations by leading quarterly team management meetings
- Cooperate with corporate office, express any restaurant needs, and work at locations to improve the business
- Participate in company policy and standards development as well as project teams as needed

2. Customer Service & Experience

- Provide excellent internal and external customer engagement and accept nothing less from your waitstaff and Shift Managers
- Foster a service-oriented culture and fun environment for our customers at every location
- Resolve any customer problems and complaints that are elevated beyond the location
- Ensure that all customers feel welcome and are given attentive, friendly, and courteous service at all times
- Fill in where needed to ensure customer service standards and operations are always meeting expectations

3. Restaurant Operations

- Responsible for all loss prevention and internal theft programs
- Responsible for maintaining a safe work environment at all locations
- See all locations meet and exceed all quality assurance standards
- Perform frequent checks to ensure consistent high quality of service
- Ensure sanitation standards are being maintained consistently at each location such as cleans walls, windows, common areas, and other fixtures, clean floors, emptied trash

4. Front-of-the-House Compliance

- Be knowledgeable of restaurant policies regarding personnel and administer prompt, fair, and consistent corrective action for any and all violations of company policies, rules, and procedures
- Understand and comply with all federal, state, county and municipal regulations that pertain to health, safety, and labor requirements of the restaurant, employees, and customers
- Prepare all required paperwork, forms, reports and schedules in an organized and timely manner

5. Teamwork

- Develop strong working relationships with team to ensure proper flow of business
- Be proficient in all restaurant positions; must be able to step in and provide support at any given time
- Be a role model and a teacher
- Ensure all restaurant wait staff & Shift Managers have necessary tools to perform daily duties
- Forecast & implement improvement plans for management development & continuous education
- Study and learn all food and beverage items including specials/seasonal items to be knowledgeable of the menu
- Maintain a friendly and approachable attitude towards customers and coworkers
- Attend all scheduled employee meetings and brings suggestions for improvement
- Perform other related duties as assigned by the Chief Executive Officer

Qualifications & Skills:

- Energy, passion, strong communication skills, and the ability to multi-task are critical for this role
- Have knowledge of hospitality, generally involving of front-of-the-house & back-of-the-house operations and/or assistant management positions
- Demonstrate a leadership style that creates a positive working environment and remains calm during stressful and emotional situations
- High school diploma or GED or formal training via a hospitality or culinary program is preferred
- Bilingual in both Spanish and English is highly desirable