

Restaurant / Event Manager

Job description

The Restaurant / Event Manager is a key member of the Desert Wind team, working closely with the chef and kitchen staff in the marketing, planning and execution of banquets/private events and special winery events. He or she will serve as the first point of contact for all events and will work closely with the Executive Chef; he or she holds ultimate responsibility for client satisfaction regarding all events at Desert Wind. The Restaurant/Event Manager is also responsible for overseeing day-to-day restaurant operations and ensuring that restaurant patrons enjoy the best possible dining experience.

Duties and responsibilities

Front-of-house duties

- Coordinating the entire operation of the restaurant during scheduled shifts;
- Managing staff throughout their shift and providing them with feedback;
- Handling customer requests and complaints;
- Ensuring that all employees adhere to the company's dress and service standards;
- Greeting and seating customers and organizing table reservations;
- Recruiting, training and motivating staff;
- Organizing and supervising the shifts of waitstaff, event staff, and front-of-house cleaning staff.

Housekeeping duties

- Maintaining high standards of quality control, hygiene, health and safety;
- Checking stock levels and ordering supplies;
- Preparing cash drawers and providing petty cash as required;
- Helping out in any area of the restaurant when circumstances dictate.

Event duties

- Handling pre-event coordination, including responding to phone and email requests for event menus and pricing, creating event proposals, and following up with potential clients;
- Meeting with potential clients to discuss event plans and event setup and menu options;

Restaurant/Event Manager

- Setting up and organizing event area and working with cellar crew to arrange set up of large-scale items (barrels, tables/chairs, other furniture);
- Maintaining a visible working presence and serving as client point-of-contact during all events;
- Preparing event contracts and post-event invoices;
- Responding to event-related client requests and complaints;
- Tracking and evaluating event costs and profits.

Event marketing duties

- Marketing Desert Wind as an event site to offsite customers throughout Washington and Oregon;
- Forging relationships with event vendors and others in the hospitality industry to create cross-promotional marketing and referral relationships;
- Attending local area networking meetings to promote the Desert Wind event facility.
- Working with Communications Director to develop additional strategies for marketing the Desert Wind event facility.

Minimum requirements

A solid knowledge of fine dining procedures, Washington wines, and restaurant operations are essential. Preference will be given to applicants who demonstrate an understanding of the principles of food and wine pairing and the wine varietals produced by Desert Wind. Desert Wind is a service-oriented establishment, and exceptional customer service skills are an absolute necessity. The ability to multi-task in a fast-paced work environment is key.

Additional requirements

- A valid drivers' license and an acceptable driving record or the ability to transport yourself to and from various work locations.
- Ability to lift 50 pounds.
- Other combinations of education and experience demonstrating the knowledge, skills, and abilities required to perform the job will also be considered.

Restaurant / Event Manager

Pay and Benefits

The Restaurant / Event Manager will be paid hourly and will be expected to work a minimum of 40-45 hours per week. He or she will also receive a monthly commission based on the gratuity generated through MOJAVE and private events.

The restaurant/event manager will undergo a trial period of three months. During that time, he/she will be expected to adhere to the following schedule unless a schedule variance is requested and granted ahead of time:

Wednesdays noon – 6:00 p.m.; Thursdays 10:00 a.m. – 8:00 p.m.; Fridays and Saturdays 10:00 a.m. – 10:00 p.m.; Sundays 9:00 a.m. – 3:00 p.m.

After the three month trial period, a salary and schedule review will be performed. The Restaurant / Event Manager will receive benefits as follows:

- Employer-paid major medical health plan (90-day wait period)
- Employer-paid dental plan (90-day wait period)
- Simple IRA employer match program (one year wait; employer will match up to two percent of employee's annual salary)
- 50 percent discount on Desert Wind and Duck Pond wine
- 25 percent discount on retail items

To apply for this position, please send a cover letter, current resume and references to:

Desert Wind Winery

Attn: Restaurant Hiring Committee

2258 Wine Country Rd.

Prosser, WA 99350

or email to info@desertwindwinery.com

No phone calls please