



**Job Title:** Front-End Lead

**Status:** Full-Time

**Salary Range:** starting at \$13+

**Supervisor:** Restaurant Manager

---

---

**JOB SUMMARY:**

The Front-End Lead is responsible for the smooth operation of all tasks and activities associated with the restaurant including restaurant open/close, staffing, inventory purchases, catering, customer service, problem solving, sales reports, other miscellaneous tasks.

**PRIMARY RESPONSIBILITIES AND DUTIES:**

- Oversee all staffing responsibilities for the restaurant including evaluating and disciplining.
- Responsible for staff scheduling, totaling, and submission of timecards for payroll
- Responsible for distribution of paychecks on payday
- Facilitate all new & ongoing training for new & current employees
- Delivering guest services and ensuring customer satisfaction
- Respond to all open customer complaints and resolve.
- Maintain compliance with sanitation and safety rules & regulations
- Monitoring all inventory and reordering when necessary
- Coordinate & schedule all catering orders with all staff (servers & cooks)
- Maintain positive work environment for staff
- Responsible for upholding high standards of customer service among staff and customers
- Facilitate all front & back restaurant customer and/or employee issues
- Manage all employee contests (ex: employee of the month)
- Responsible for opening and closing of restaurant
- Responsible for money drops and running daily reports
- Manage bar (run specials, contests, etc.)
- Maintain productive flow of restaurant when additional help is needed
- Assist with additional tasks given by General Manager and/or Owner