

PAPER MILL PLAYHOUSE

Restaurant and Concessions Manager

Status: Full Time/Benefits Eligible/Exempt

Reports to: Director of Operations

Reporting to the Director of Operations, the Restaurant and Beverage Manager will be responsible for overseeing the Carriage House Restaurant, The Loft, concession and bar outlets, and catering for onsite events at Paper Mill Playhouse. This position requires highly visible engagement of patrons and effective leadership of the restaurant and concessions staff for the high volume, fast paced, time sensitive nature of our Pre-Theater Dining Service.

About Paper Mill Playhouse:

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor. Paper Mill operates the 80 seat Carriage House Restaurant, the Loft lounge and bar, and two or three bars/concession stands in the theatre building. During the warmer months, outdoor dining and events are scheduled.

About the Carriage House Restaurant

The Carriage House Restaurant features seasonal American cuisine and is open for pre-theater dining during the mainstage season from September to June. Pre-fixe menus are offered in the dining rooms, and custom crafted cocktails, fine wines by the glass, and appetizers and desserts at the Bar. Newly opened in 2018, The Loft is located on the 2nd floor of the restaurant and is the perfect place for light snacks and custom crafted cocktails before the show. Additionally, we have three concession stands that operate prior to shows and intermission and the Carriage House Restaurant provides all catering for donor events, tech meals and special events at Paper Mill. In 2020, the Carriage House expanded its operation to the outdoor Brookside Cabaret series bringing Broadway talent and Paper Mill favorites back to the theater for live performance and outdoor dining.

Essential Functions

- Recruit, train, supervise and motivate front-of-house (FOH) staff to achieve high service levels.

- Responsibilities include managing both our Restaurant and Bar and multiple concession stands serving up to 1,150 patrons pre-show and at intermission:
 - Shift opening and closing managerial responsibilities including financial/cash handling, operational administrative tasks, facilities/Health Department checks, and oversight of hourly employees.
 - Oversee the FOH staff through all working hours - setting up for service, all service hours, and closing each shift according to restaurant and concessions standards.
 - Floor manager with frequent decision making and troubleshooting.
 - Maintaining proper flow of service (at the door, on the floor, at the pass, prior to show and intermission.)
 - Upholding service standards, product quality and cleanliness.
 - Continuous communication with kitchen and all FOH staff.
 - Guest interaction – ensuring service and food quality, cultivating relationships, resolving issues.
 - Clear communication with BOH management to ensure proper flow of service and guest satisfaction.
- Staffing, training, and development of FOH hourly team:
 - Assisting in training of all FOH hourly staff.
 - Develop and execution of FOH employee training program.
 - Continual development of FOH employees by upholding performance expectations, providing ongoing feedback, and offering input for regular performance reviews.
 - Directing staff and enforcing service standards including administering FOH hourly disciplinary action as needed.
- Develop and manage the budget for all food and beverage outlets to ensure financial goals are attained and purchasing including Bar, Liquor, Tableware etc.
- Maintaining reservations and reservation system.
- Assisting in executing new restaurant and concessions initiatives.
- Attend management and staff meetings as scheduled.

Required Education and Experience

- 5+ years of restaurant and beverage supervisor experience or a commensurate skill set.
- Fine dining experience including being calm, well organized, attentive to details with efficient use of time.
- Flexible schedule and ability to be on call during all performances and events.
- Ability to recognize problems and to find solutions creatively and expeditiously.
- Ability to develop a 40+ person results-oriented staff through effective training, evaluation, motivation, and coaching.
- Experience with Technology including POS and Reservations systems

- Food Handler's Certification required.
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic backgrounds.
- Ability to assist staff when necessary (tend bar, take orders, serve drinks, pour coffee, serve wine).

Additional Requirements

- Ability to stand and walk for long periods of time.
- Ability to reach, bend, stoop to perform job functions.
- Must be able to work days/nights, weekends and holidays

Salary: \$65,000-\$75,000 range

Benefits

- Comprehensive insurance coverage (medical, dental, vision, life, disability).
- Generous paid time off.
- 403b retirement savings account including a 3% match.
- Access to various performances, educational events, and professional development opportunities.

Apply

Paper Mill Playhouse is committed to hiring high caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success.

Send cover letter and resume to recruiting@papermill.org with subject line: Restaurant and Concessions Manager.

Our Mission:

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.