

PAPER MILL PLAYHOUSE

Maître d'/ Events Coordinator

Status: Part Time/Non-Exempt

Reports to: Restaurant & Concessions Manager

The Maître d'/ Events Coordinator is responsible for assisting the Restaurant & Concession Manager including partial oversight of the Carriage House Restaurant, the Loft, and Bar outlets. The Maître d'/ Events Coordinator will assume basic Restaurant & Concession Manager duties in their absence. Additionally, this role will serve as the lead planner and point person for onsite events in The Carriage House and at Paper Mill Playhouse at large. This position requires highly visible engagement of patrons, inventory and financial management, and effective leadership skills.

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.

Essential Functions

- Work in tandem with management to plan and book large party and private events while working to enhance our guest experience and space utilization
- Oversee host & reservations team to ensure proper execution of guest intake and response to guest inquiries, in accordance with company standards
- Actively monitor and respond to email and voicemail inboxes regarding bookings and event inquiries
- Develop and maintain documents pertaining to event packages, pricing, contracts, invoices, and menus in a timely manner

- Drive event bookings via marketing, outreach, and networking
- Lead event guest communications, meetings & tours, menu construction, seating plans, reservations platform management
- Maintain elevated hospitality in all guest and personnel interactions
- Research vendors for unique client needs, identifying most cost-effective solutions and negotiating for most favorable terms
- Lead event staff during setup and orchestration of events
- Maintain a presence throughout events and ensure client satisfaction
- Evaluate success post-event
- Participate in appropriate new hire interviews and lead training, scheduling, and supervising of host and event staff
- Motivate staff to engage in elevated customer service standards, which are applied to all F&B departments
- Assist in assuring compliance with federal, state, and local regulations regarding alcohol, sanitation, payroll, and employment
- Work appropriately to keep all locations clean, neat, organized, and kept up to service standards as well as ensure team members are in proper uniform
- Maintain working knowledge of food and beverage vendors and products used for daily customer purchase
- Secure and monitor safe codes and attend meetings and trainings as needed
- Assist with beginning and end of shift procedures including opening and closing drawers, proper cash handling, daily reporting, and key holder responsibilities
- Floor managing, including frequent decision making and troubleshooting
- Continuous communication with Head Chef, Restaurant & Concessions Manager and all bar and concessions staff
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Required Education and Experience

- 1+ years of host, maître d', and/or events coordinating experience or a commensurate skill set
- Fine dining and/or events experience including remaining calm, well organized, attentive to detail with efficient use of time
- Flexible schedule and ability to be on call and/or working during all performances and events
- Ability to recognize problems and to find solutions creatively and expeditiously
- Ability to develop a results-oriented staff through effective training, evaluation, motivation, and coaching

- Experience with Technology including POS and Reservations systems
- Facility with numbers and spreadsheets
- Food Handler's Certification required (will assist with obtaining, if needed)
- 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 and carry up to 25 pounds
- Ability to reach, bend, stoop to perform job functions
- **Must be able to work days, nights, weekends and holidays as required**

Salary: \$22-25/hr., average of 30 hours per week

Benefits

- 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: Maître d'/ Events Coordinator

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.