



## **Assistant Manager – Front of House**

Gai Noi, an award-winning and nationally-recognized restaurant by Chef Ann Ahmed in the heart of the Loring Park neighborhood, is currently hiring for an Assistant Manager to lead our Front of House team. At Gai Noi, we proudly embrace our Southeast Asian heritage and serve delicious family-style Laotian-American cuisine in a fast casual, high-energy setting, evoking the feeling of participating in a large food party with the entire city present. The restaurant is located in a historic block of Loring Park. Between the two floors, rooftop patio, and event spaces, there are over 350 seats in the building.

*The Assistant Manager, with the guidance of the General Manager and Assistant General Manager, is responsible for overseeing the daily operations of the dining floor and functioning as a capable leader of the Front of House team. The AM oversees FOH staff, restaurant cleanliness, and food & drink quality while facilitating an environment that allows for the FOH team to provide top-tier service and ensure guest satisfaction. Candidates in this role are expected to work five shifts per week, totaling between 40 to 45 hours. An availability to include evenings and weekends are required. Preference will be given to applicants with open availabilities.*

### **AM Duties and Responsibilities:**

- **5 shifts/week, with between 40-45 hours of work per week generally expected.** Some busy weeks during peak season may warrant additional hours worked to complete duties as needed.
- Responsible for cleanliness of the restaurant, with a focus on guest areas
- Improve service quality through building rapport with guests and staff
- Executing and delegating daily & weekly side-work duties amongst staff
- Coaching staff to maintain high levels of service; support staff by recognizing skills/strengths and providing feedback when appropriate
- Coordination & placement of staff positions each shift based on anticipated volume to ensure adequate staffing
- Working together with the FOH and Leadership teams to ensure job aids and other employee resources are updated
- Working with the General Manager to ensure scheduling has the appropriate levels of staff for a smooth service, including finding coverage for callouts and team role reassignments as needed
- Enacting restaurant Opening & Closing procedures
- Writing end-of-day reports and ensuring all monies are accounted for through accurate cash handling
- Defusing customer complaints using conflict resolution skills
- Delegating tasks to staff during downtime and ensure accountability within the team
- Assist in the coordination of Private Dining Reservations/Events at the restaurant
- Work closely with Expo & Kitchen Staff to ensure timely & high-quality food delivery
- Communicate with all members of the team regarding updates, changes, initiatives, etc.
- Attend Weekly Leadership meetings

# GAI NOI

## Benefits:

- Medical/Dental/Vision insurance
- 401(k) with up to a maximum of 4% deferred employer match, dependent on employee contributions
- Two weeks of PTO annually
- Two weeks paid new parent leave
- Two days paid bereavement leave for direct family members
- **After one year of service, employees are eligible to be potentially selected for a cultural immersion trip to Laos with Chef Ann Ahmed, with accommodations/travel costs paid for by the company.**