



Seasonal Front of House Team Member

Summary:

Kamma Hospitality is seeking Seasonal Front of House Staff for Gai Noi, our award-winning concept that has been recognized by the New York Times as a Top 50 Restaurant in the United States. 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 with over 300 seats in the heart of Loring Park.

Gai Noi is open seven days a week for lunch and dinner. Each day consists of an AM and PM shift, and preference is given to prospective applicants with PM shift availability. The expected term of service for this seasonal role is from April through October 2026. Seasonal team members that demonstrate continued excellence in conduct and service may be offered a permanent role on the team.

Gai Noi operates on a service charge model to align job expectations and promote equity across the entire Front of House team. In lieu of a tipping model, an 18% service charge is included in the pricing of all food and beverage items. 100% of revenue generated by the service charge component for any given shift is distributed to Front of House staff who worked within the shift as additional commission wages, in addition to the base hourly rate of \$16.37, regardless of their assigned role for the shift. In 2025, the average hourly earnings rate for most Front of House staff was between \$38 to \$42 per hour, inclusive of both the base hourly wage and service charge payouts.

General Responsibilities:

- Setup of the restaurant for service
- Side work including but not limited to: proofing/restocking of dishware and silverware, restocking takeout equipment, refilling paper products, etc.
- Completion of daily cleaning & minor maintenance tasks to upkeep the dining space
- Breakdown of the restaurant after service, which may involve the need to lift up to 40lbs
- Memorization of the menu and each item's ingredients and associated dietary restrictions
- Maintain a thorough understanding of Southeast Asian food culture and family-style dining
- Attendance of all meetings and training sessions as required

GAI NOI

Role Duties:

At Gai Noi, all team members are cross-trained in all Front of House roles and are expected to maintain working competency in every role throughout their tenure. All staff are scheduled in a manner that includes a variety of roles each week. Please note that the descriptions below are not comprehensive, and other duties may be assigned as needed.

- **Host:** welcoming guests to the space, determining their seating needs/preferences, use of OpenTable software to seat guests and maintain the waitlist during peak hours, leading guests to their table, clearing and turning over tables
- **Food Runner:** accurately deliver food to the correct tables, possession of menu knowledge to function as quality control as orders are fulfilled by the kitchen, communicating with FOH/BOH staff and guests as needed to resolve errors, and other duties as assigned
- **Busser:** assist all service staff by proofing plateware and silverware, continuous completion of side work throughout service, running dishware to and from the dish room as needed for service
- **Server:** execute Kamma Hospitality's Steps of Service with every guest party, possession of extensive food and beverage knowledge to address guest inquiries, entry of food/beverage orders on Toast handheld POS devices, conflict resolution skills to address issues as needed
- **Bartender:** dispensing cocktails/beer/wine through the draft system, maintaining cleanliness and organization of the bars, provide full menu service to guests seated at the bar, production of alcoholic and non-alcoholic drinks as ordered by guests seated at tables, accurate usage and entry of the cash drawer

Qualifications:

- 18+ years old
- Reliable transportation
- Excellent interpersonal communication skills necessary to provide quality service and resolve problems on the fly
- Ability to work as a team in a dynamic that encourages and promotes teamplay on a systemic level
- Ability to make dynamic decisions in service of our guests to ensure maximum satisfaction
- Ability to be resourceful and make use of all available job aids and tools
- Ability to consistently lift up to 40lb
- Ability to traverse a multilevel space with stairs on foot for the duration of the shift
- Prior service industry experience is strongly preferred
- Prior experience in Toast & OpenTable is helpful