



Front of House Restaurant Manager
Location: The Dunes at Kamloops
Reports To: General Manager / Owner
Employment Type: Full-time

Job Summary

The Front of House Restaurant Manager is responsible for overseeing all guest-facing operations to ensure exceptional customer service, smooth daily operations, and a welcoming dining experience. This role leads the FOH team, maintains service standards, manages reservations and floor flow, and works closely with the kitchen and management team to deliver consistent quality and hospitality.

Key Responsibilities

Guest Experience

- Ensure a high level of customer satisfaction by delivering excellent hospitality and service

- Handle guest feedback, complaints, and special requests professionally and promptly

- Maintain a warm, clean, and organized front-of-house environment

- Staff Leadership & Management**

- Recruit, train, schedule, and supervise FOH staff (hosts, servers, bartenders, runners)

- Lead by example, motivating staff to meet service and performance standards

- Conduct staff briefings, performance reviews, and ongoing training

- Enforce company policies, procedures, and service standards

Operations Management

- Oversee daily FOH operations, including opening and closing procedures

- Manage reservations, table assignments, and waitlists to maximize efficiency

- Monitor service flow and coordinate with the kitchen for smooth operations

- Ensure compliance with health, safety, and alcohol service regulations

Financial & Administrative Duties

- Control labor costs through effective scheduling

- Assist with inventory management for FOH supplies and beverages

- Process cash handling, POS reconciliation, and end-of-day reports

- Support sales growth through upselling, promotions, and service excellence

Collaboration & Communication

- Work closely with back-of-house management to ensure seamless service
- Communicate clearly with staff regarding menus, specials, and events
- Participate in management meetings and contribute to operational improvements

Qualifications & Skills

- Proven experience as a Front of House Manager, Restaurant Manager, or similar role
- Strong leadership, communication, and interpersonal skills
- Excellent customer service and problem-solving abilities
- Knowledge of POS systems, reservations software, and restaurant operations
- Ability to work flexible hours, including evenings, weekends, and holidays
- Understanding of food safety, health regulations, and alcohol licensing laws

Preferred Qualifications

- Hospitality or business management qualification
- Experience in high-volume or fine-dining environments
- First Aid, Food Safety, or Responsible Service of Alcohol certification

What We Offer

- Competitive hourly wage and performance-based incentives
- Opportunities for career growth and development
- Supportive and professional work environment
- golf course, range, rental clubs and cart during permitted times.

To apply for the role – Please contact Bill Bilton – General Manager -
billjr@golfthedunes.com