



Job Title: Restaurant Floor Manager

Position Summary:

The Restaurant Floor Manager oversees daily front-of-house operations and is responsible for delivering an exceptional guest experience while ensuring smooth service execution, cash controls, and proper opening and closing of the floor. This role works closely with senior leadership to maintain service standards, compliance, and financial accountability across all front-of-house areas.

Key Responsibilities:

Floor & Guest Experience

- Lead floor operations during service with a visible, hands-on management presence
- Ensure consistent execution of service standards across the dining room
- Address guest concerns and execute service recovery as needed
- Coordinate seating, pacing, and communication between hosts, servers, and kitchen

Front-of-House Operations

- Oversee daily FOH operations, including setup, service flow, and breakdown
- Ensure staff readiness, station setup, and POS functionality prior to service
- Monitor cleanliness, organization, and overall floor presentation
- Support smooth coordination between service teams throughout the shift

Cash Handling & Financial Controls

- Oversee cash handling procedures in accordance with company policy
- Conduct and verify server bank issuance and collection
- Ensure accurate cash drops, tip reporting, and end-of-shift reconciliation
- Investigate and report cash discrepancies promptly
- Maintain secure cash storage and adherence to internal controls

Opening & Closing Duties

- Execute and oversee floor opening procedures, including operational readiness checks
- Lead floor closing procedures, ensuring side work completion and cleanliness
- Complete end-of-day financial reports, deposits, and manager logs
- Secure the building and confirm all opening/closing checklists are completed

Team Leadership & Training

- Supervise, coach, and support front-of-house staff
- Conduct pre-shift meetings focused on service priorities and expectations
- Assist with onboarding and ongoing training of FOH team members
- Address performance and conduct issues in alignment with company policies

Compliance & Administration

- Ensure compliance with health, safety, and sanitation standards
- Complete incident reports, shift notes, and operational documentation
- Uphold company policies, procedures, and brand standards

Schedule:

- Full-time, salaried role, OT Exempt
- Must be available for evening shifts, weekends, and holidays based on business needs and events.

Qualifications:

- 2–5 years of FOH management experience in a full-service or high-volume restaurant
- Strong leadership and guest service skills
- Experience with cash handling and POS systems
- Excellent communication and organizational abilities
- Flexible availability, including nights, weekends, and holidays

Physical Requirements:

- Ability to stand and walk for extended periods
- Ability to lift up to 25 lbs
- Comfortable working in a fast-paced environment

Benefits & Compensation:

- \$75,000/yr - \$85,000/yr
- Dental Insurance
- Medical Insurance
- Vision Insurance
- Paid Time Off
- Employee Discounts

This job description outlines the primary duties and responsibilities of the Restaurant Manager role. It is not intended to be all-inclusive, and responsibilities may be modified or added as business needs evolve.

We are committed to providing an enjoyable and rewarding place to work. We are offering competitive base salaries, training and benefits. If you feel you meet the requirements and would like the opportunity to work for a NYC landmark restaurant, we would love to hear from you!

All applicants must be legally authorized to work in the USA.

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