



Position Description

FRONT OF HOUSE SUPERVISOR

Reports to: ASST RESTAURANT MANAGER, GENERAL MANAGER

Located in Auburn, AL, a charming college town and home to Auburn University, Lucy's is a modern American neighborhood eatery offering seasonal contemporary fare. Lucy's menu is filled with locally sourced food that is made from the heart and served from the heart. We are shared plates, award-winning cocktails and a killer wine list with wine on tap. Lucy's radiates good vibes only!

We were recently awarded "Emerging Small Business of the Year" in the State of Alabama by The Chamber of Commerce Association of Alabama and the Business Council of Alabama. Additionally, our Head Barman was recently awarded Best Bartender in the State of Alabama through a rigorous competition sponsored by Old Forester and that Alabama Restaurant & Hospitality Association.

We are searching for a committed, proactive FRONT OF HOUSE SUPERVISOR who is looking to further their knowledge of the restaurant industry and would enjoy working in an exciting, fast-paced environment that is dedicated to ongoing excellence. This is an excellent opportunity to be a part of an organization that believes our team members are our most important asset. We take great pride in selecting individuals that will help us to achieve our mission of being one of the most well-known restaurants in the South. This is the perfect opportunity for someone who has learned the art of service and wants to take their skills to the next level. There is plenty of room for growth in the future for the right individual.

Auburn, Alabama

Enjoy the lifestyle of a charming college town, home to Auburn University, ranked in MONEY's "Top 100 Best Places to Live", with short commutes, no traffic, high-ranking public schools and exciting growth!

Primary Functions:

Assist management with the daily operation of LUCY'S restaurant. To be successful in this role, you should be familiar with restaurant operations and have an excellent understanding of taking care of guests. You should appreciate the difference between "hospitality" and "service" and have developed a genuine passion for the industry and be available to work within opening hours, including weekends and holidays. Ultimately, you will help minimize operating costs, boost our employee retention and deliver a positive dining experience for our guests.

Responsibilities

- Supervise front of house staff and provide assistance as needed
- Take care of guest needs during service, making sure that service standards are upheld
- Manage equipment inventory and PARS
- Coordinate communication between front of the house and back of the house staff
- Prepare floor sections
- Keep detailed records of daily, weekly and monthly costs and revenues
- Monitor compliance with safety and hygiene regulations
- Gather guests' feedback and recommend improvements to our menus
- Uphold the highest standard of cleanliness and organization
- Take care of Lucy's equipment – minimizing breakage and loss



Requirements

- Work experience as a FLOOR SUPERVISOR, SERVER or similar role in the hospitality industry
- Familiarity with key restaurant POS, and reservation management software, like RESY, TOAST, etc.,
- Good math and reporting skills
- Excellent guest service attitude
- Communication and team management abilities
- Availability to work within opening hours (e.g. evenings, holidays, weekends)
- High school diploma; additional certification in hospitality is a plus

In addition, we look for the demonstration of the following key attributes:

- Positivity
- Attention to Detail
- Excellent Organizational Skills
- Exceptional Work Ethic
- Timeliness & Dependability
- Guest Centricity
- Adaptability
- Ability to Work as Part of a Team

BENEFITS

- Health, Dental, and Vision Insurance
- Life Insurance
- 401K
- Flexible Spending Account

*Waiting period required for all new employees / waiting period varies by benefit



Lucy's FAMILY VALUES

At Lucy's we are built on trust, honesty, and integrity and are passionate to our core. We share a love of serving others from the heart and strive to cultivate a warm, welcoming atmosphere for all. We create rich and memorable experiences by focusing on building lasting relationships with guests, employees, and our community. We cultivate dreams and have fun in the process. We love creativity and especially Love One Another (John 13:34). We have high standards of excellence and believe that teamwork is crucial to our success. We are committed to our "House Rules" and live by our motto:

*good
vibes*
—
ONLY
—

Lucy's HOUSE RULES

DELIVER FLAWLESS SERVICE & PRODUCT

RESIST NEGATIVITY

THINK "POO" (POSITIVE. OUTCOMES. ONLY.)

Love our guests and one another

CELEBRATE SUCCESS

► **BE HAPPY
HELPFUL
& KIND**

create a connection

If you wouldn't serve it to your mama...

ASK FOR HELP

RESPECT PRIVACY

KNOW YOUR STUFF

Offer warm welcomes & fond farewells

→ SAFETY FIRST: ←

"PROTECT THIS HOUSE"

Own Your Actions

BE FRESH AND FLIRTY NOT FOUL & DIRTY

BE TRUE TO YOUR WORD

MIND YOUR MANNERS

MAKE IT RIGHT

ONE TEAM ONE DREAM

If you mess it up clean it up

► IF YOU'RE EARLY YOU'RE ON TIME, ◀

◀ IF YOU'RE ON TIME YOU'RE LATE ►

SMILE OFTEN

KEEP IT FUN

Possess a Sense of Urgency

create **WOW** moments

Embrace Individuality

ANTICIPATE NEEDS & EXCEED EXPECTATIONS

Consistency is Key

PRACTICE GRATITUDE