



THE WOMAN'S CLUB of MINNEAPOLIS

Position: Front of House Manager

Classification: Exempt, Fulltime

Reports to: Director of Operations

Mission

The Woman's Club of Minneapolis is organized and operated exclusively for charitable and educational purposes, civic and social services, study, and friendly association. The Club is a 501(c)3 nonprofit organization, a Club for members, an events venue, and a location for arts and culture programming. Located in the heart of Minneapolis, overlooking Loring Park, The Woman's Club is on the National Register of Historic Places and the building will celebrate its 100th anniversary in 2028. The Club was founded in 1907 when a group of extraordinary women set out to create a beautiful space in which to gather, connect, educate, inspire, and improve the world around them. Today the Club is enjoyed by people of all ages and backgrounds, both members and guests alike. All are welcome at The Woman's Club of Minneapolis.

Summary

Responsible for managing daily services in dining, events, and banquets. Ensures that the needs and expectations of Club members, guests, and clients are consistently met with the highest standards of customer service. Hire, trains, and supervises Front of House (FOH)/hospitality staff. Handles daily interactions with providers of goods and services. Typical weeks include member functions and programs, cocktail receptions, private dinners and corporate events, life celebrations such as weddings and memorial services, and ala carte dining, which includes our Rooftop and Dining Room.

Responsibilities

- Hire, train, and supervise FOH staff, including Assistant Manager and servers, and conduct performance evaluations
- Monitor FOH staff on appropriate behavior and attire
- Serve as a liaison between Dining Room and kitchen staffs
- Conduct pre-shift meetings with hospitality staff, relaying information and assigning tasks
- Schedule FOH staff for all events, including food and beverage services
- Oversee service for all dining areas, events, and banquets
- Implement and supervise ongoing staff training
- Address member and guest issues and inform Director of Operations about corrective actions recommended/taken
- Ensure a highly professional, cordial, and welcoming environment for all members and guests

- Act as primary point person to maintain accurate reservations, and greet and seat members and guests
- Maintain inventory of items related to efficient functioning of hospitality
- Work closely with Bar Manager on liquor inventory and bar needs
- Secure property and the building at the end of each business day
- Serve as an ambassador for the culture and values of The Woman's Club

Qualifications

- Five-plus years of experience in Front of House or banquet and event management
- Excellent oral and written communications skills
- Comfortable working as part of a team and leading a team
- Strong organizational skills and ability to multitask
- Flexibility with schedule to meet demands of events

Salary and Benefits

- Salary range between \$50,000 – \$55,000, plus service fee
- Health and dental insurance
- Paid time off

Send cover letter and resume to molly.malone@womansclub.org.