

“Invest yourself in everything you do. There’s fun in being serious.” – Wynton Marsalis

We believe that hospitality is a sacred and noble enterprise. We are looking for people who take pride in being hospitality professionals and find joy in being a part of an exceptional team. We invest in those who choose to invest in themselves and are committed to improving every single day.

Here are the details for our Bar Manager position:

Job Duties:

The multifaceted role of Bar Manager is a new addition to the Nocturne team. In this role, you will be responsible for spreading an engaging spirit of hospitality and the seamless delivery of exceptional cocktails to our guests. You will guide the bar team as they create original seasonal cocktails and present stunning examples of classic cocktails. This person must be perceived as a mentor, an organizer and a steady coach able to hold the team accountable while also helping them to grow in their hospitality careers. Every night, our team should walk out the door knowing that they, through the craft of hospitality, have truly enriched the lives of their guests and teammates.

On-going duties include all the details that go into the seamless delivery of the guest experience at Nocturne. These include (but aren’t always limited to):

- Understand completely, endorse and consistently enforce all policies, flow of service models, and standard operating procedures.
- With guidance of ownership, make steady improvements to operational practices in the bar and cocktail program to maximize revenue and profit while improving the guest and employee experience.
- Maintaining and guiding execution of bar preparation lists and par levels of inventory.
- Maintaining appropriate inventory logs and ensuring all items are stored and labeled.
- Ensure liquor and related bar/beverage products are ordered and delivered according to inventory needs.
- Maintain relationships with liquor vendor reps in order to ensure quality product is available at the best price.
- Consistently maintain good “mojo” on the floor of the restaurant through consistent leadership and proactive hospitality.
- Work closely with the other leaders on the team in elevating the abilities/skills of the team.
- Achieve company objectives in service, experience quality, revenue and appearance of facility through training of employees and curation of a positive, productive working environment.
- Manage cash controls and other receipts by adhering to cash handling and reconciliation procedures in accordance with policies and procedures.
- Mixing and serving drinks as ordered by guests and servers, following established guidelines, procedures and policies regarding beverage and safety controls as prescribed by company standards.
- Ability to handle high volume and multiple orders with grace and proper attention given to each guest experience.
- Be knowledgeable of Nocturne policies regarding personnel and administer prompt, fair, and consistent corrective action for any and all violations of company policies, rules, and procedures.
- Fully understand and comply with all federal, state, and city regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.

- Assist to onboard new employees including implementing a training program to ensure standards of service are upheld by all employees.
- Obtaining and understanding menu items, recipes and daily specials in order to answer questions and make recommendations to customers. Provide timely updates to all printed menu materials.
- Performing all activities in a cordial, efficient and professional manner; setting an example to all team members and maintaining a commitment to excellent guest experiences.
- Receiving proper payment from guests and ensuring accuracy of guest check and method of payment in order to safeguard both the customer and company.
- Ensure that all opening and closing duties are consistently completed.
- Maintaining cleanliness standards in order to have a clean, presentable and attractive facility and to satisfy state and local health board requirements.
- Attend and often lead pre-meal and departmental meetings in order to enhance communications, lift morale and elevate knowledge of products, culture, service and facility.
- Responding to customer inquiries and comments in person and on the phone by providing timely and knowledgeable information in order to provide quality customer service.
- Presenting a clean and professional appearance at all times.
- Maintaining a warm, courteous, articulate and refined demeanor at all times.
- Offer informed opinions, insight and expertise in the development of future ventures.
- Performing other duties as assigned, requested or deemed necessary by management. (In other words, as a team player, you might be asked to pitch in for things we haven't even imagined yet and so we couldn't include them on this list).
- During the course of your shift, if a ball is dropping, your job is to catch it.

Qualifications

- Must have a great attitude and high regard for upholding service standards.
- Must have exceptional attention to detail, discipline and ability to lead others in following specific standards and procedures with consistency.
- Must have advanced knowledge of wine and spirits, and ability to anticipate customers' needs in order to provide appropriate guidance in the ordering process.
- Must be fluent in oral and written English. Additional languages are preferred.
- Must have vision ability to clearly see detailed guest checks, computer print-outs, written instructions and to observe the entire property in dimly lit conditions.
- Must have knowledge of Microsoft Word/Excel and/or Google docs/sheets including using formulas, formatting, and creating new documents.
- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays holding plates of food and glasses of beverages.
- Must have the ability to perform multiple tasks at one time.
- Must be able to follow and create both verbal and written instruction, and be able to communicate both verbally and in writing in a consistently professional manner.
- Must be able to lift and carry cases of liquor, soda, ice, and glasses.
- Must be able to perform job duties in crowded, stressful noisy situations, particularly when handling multiple tasks.
- Must have the ability to handle challenging customer service and employee situations with professionalism and efficiency.
- Must have High School Diploma or GED equivalent
- Must have experience in a hospitality leadership role with specific experience in training and implementing fine dining service standards to a team.

Not required, but nice to have:

- At least 2 years of experience in a leadership position at a fine dining establishment.
- Experience hiring, training, coaching, and counseling hospitality employees.
- Proven track record of creating exemplary guest experiences.
- Appreciation for live music and the performing arts.
- TIPS or ServeSafe/Alcohol Service certification (required immediately upon hire if not certified prior to hiring process)
- WSET2, Head Court of Sommeliers Certified Sommelier (level 1), or similar certification pertaining to wine and spirits.

Materials/Equipment Used

Computerized point of sale machines, touch screens, basic writing materials, restaurant equipment including but not limited to coffee machines, ice machines, beverage dispensers, and dishwashing machines.

Environment

Physically strenuous: prolonged standing, walking, lifting and carrying throughout the entire shift in an indoor environment. High noise levels, fast-paced, fun and rewarding.

Schedule Expectation

The on-going schedule of this position is expected to be as follows:

Four to five evenings per week, providing on-site leadership, bar operations (including drink making, and prep work) and guest contact between the hours of 2:30pm and 10:30pm. Commitments outside of operating hours would include: weekly meetings on-site with other leaders (including chef de cuisines, ownership, culinary director, and one-on-one coaching with leadership staff). Additional administration work can be done either on-site or remotely.

Nocturne is dark on Mondays and Tuesdays, possible schedules for this role could be (but not necessarily limited to) the following:

Wednesday, Thursday, Friday, Saturday (off Sunday, Monday, Tuesday)

or

Thursday, Friday, Saturday, Sunday (off Monday, Tuesday, Wednesday)

Work weeks would average 45-52 hours, with the knowledge/understanding that some weeks may exceed that estimate and others may be less.

Paid Time Off

General Manager is a salaried position that is eligible for Nocturne's Unlimited Paid Leave program after first 60 days of employment (reviewed separately).