

“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 *Events and Hospitality Diva* position:

Job Duties:

The multifaceted role of this position is pivotal to the success of Nocturne. The person in this role is responsible for connecting quickly with guests and employees in a poised, sophisticated, and gracious manner while solving problems with effectiveness and speed. This person needs to be a leader and a mentor who is a passionate curator of culture, dedicated to the profession of hospitality. Additionally, this person must be adept at selling the experience of Nocturne to a variety of potential clients. A deep understanding of Nocturne’s features and benefits and how they might benefit the client is required.

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):

- **Responding to customer inquiries via email, in person, and on the phone by providing timely and knowledgeable information in order to provide quality customer service.**
- **Ensuring detailed communication with all business leaders regarding event detail including but not limited to interacting with culinary team, bar team, service team, host team, management, owners, etc.**
- **Prospect for new business using a wide variety of methods including phone calls, outside sales calls, attending community functions, internet prospecting, supplier partnerships, trade journals, etc.**
- **Solicit, negotiate and generate contracted revenues from prospects that meet criteria established in the event standards and policies.**
- **Employ revenue management techniques and strategies to recommend proposals appropriately.**
- **Accurately prepare and present requests for proposals in order for both client and restaurant to receive a good value.**
- **Develop, implement and constantly modify sales action plans.**
- **Negotiate and close contracts that reflect the needs of the client as well as the needs of the restaurant.**
- **Clear knowledge of Nocturne policies and procedures, including but not limited to event standards, space and rental policies, contracts, musician agreements, third party vendor requirements, etc.**
- **Present all written items (sales materials, menus, etc) in a way that is reflective of our brand identity with professionalism and attention to details.**
- **Develop and maintain materials and copy for promotional collateral in both print and online formats. Including: company webpage dedicated to events and sourcing/placing ads and listings on event booking websites.**
- **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 all areas to maximize revenue and profit while improving the guest and employee experience.**

- Consistently maintain good “mojo” on the floor of the restaurant through consistent leadership and proactive hospitality.
- Achieve company objectives in service, experience quality, revenue and appearance of facility through training of employees and curation of a positive, productive working environment.
- Oversee and manage guest telephone and email inquiries pertaining to reservation requests, gift cards, refunds, and rescheduling of prepaid experiences.
- Co-Manage Tock reservation/table management system to optimize guest capacity/revenue while ensuring proper flow and a high level of service.
- Continually strive to elevate the Nocturne service team in all areas of managerial and professional development.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when needed and that labor cost objectives are met.
- 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.
- Enter and process payroll (bi-weekly).
- Co-Manage and disperse pooled cash tips in a timely manner.
- 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.
- When on a floor management shift, 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.
- Maintaining a warm, courteous, 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 high attention to detail, discipline and ability to consistently 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 3 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)

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:

On site 3 days per week, providing on-site leadership, operations management 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 cuisine, ownership, and event site tours). Additional administration work can be done either on-site or remotely.

Nocturne is dark on Mondays and Tuesdays.

Work weeks would average 28-32 hours, with the knowledge/understanding that some weeks may exceed that estimate and others may be less.

Salary

Salary is determined on experience and expected commitment of time. Based on the above schedule expectations, salary starts at \$55,0000 annually and this position is eligible for additional commissions and bonuses.

Paid Time Off

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