

HOSPITALITY SPECIALIST

Full Time - Hourly

This multifaceted position provides administrative support for the Hospitality Team and serves as an Event Manager overseeing and training Front of House (FOH) and Back of House (BOH) staff at events. This position reports to the **Hospitality Manager**.

TRAINING

- Assist Hospitality Manager in training Event Managers, servers, delivery drivers and party cooks
- Participate in overall training organization and implementation
- Build FOH feedback processes in collaboration with Hospitality Manager
- Collaborate with Hospitality Manager and Hospitality & Sales Director to implement the training and badge systems

ADMINISTRATIVE

- Work with Hospitality & Sales Director on labor cost analysis, entering all staff roles to achieve a real-time cost percentage using the current spreadsheet system
- Submit all training hours to the Hospitality Manager and Hospitality & Sales Director
- Maintain a current uniform inventory, manage uniform expectations and communication, and alert Hospitality Manager of shortages promptly
- Assist in Event Manager interviews with Hospitality Manager to take notes and engage in the process

EVENTS

- Maintain and uphold Chowgirls service standards, and have a working knowledge of all onsite job roles
- Work onsite as directed by Hospitality Manager
- Ensure every "Report to HQ" FOH staff is at HQ for their scheduled time when filling the role of EMOD
- Maintain a flexible schedule and be available by phone as needed during event hours

EVENT MANAGER/ 20+ HOURS/WEEK

- Manage all FOH and BOH event staff during the duration of the event
- Create and delegate roles and responsibilities to each onsite staff member
- Ensure that the venue needs are met and confirm that all safety regulations are adhered to
- Act as the primary day-of contact between the Event Specialist and client
- Provide staff with the necessary training to align with Chowgirls service and sustainability standards
- Willing to be flexible with work schedule to adhere to staffing needs on a week-to-week basis

- Fulfill additional pre-event and post-event communication and/or meetings that may be requested by the Event Specialist and/or the Hospitality Team

CODE OF CONDUCT

- Present a professional, positive attitude among co-workers, vendors, and clients
- Always promote Chowgirls in a positive light at work, on social media, and in the community
- Maintain general knowledge of Chowgirls history, values, vision, etc.