



## Job Description

<b>Job Title:</b>	Front of House Lead
<b>Department:</b>	Inspiration Kitchens Social Enterprise
<b>Reports to:</b>	General Manager
<b>FLSA Status:</b>	Non-Exempt/Full-time
<b>Prepared By:</b>	Julio Gonzalez
<b>Prepared / Revised:</b>	6/28/22
<b>Approved By:</b>	Shannon Stewart
<b>Approved Date:</b>	6/29/2022

**Hourly Rate:** \$17.00/hour

**To Apply:** Please e-mail resume and cover letter to Julio Gonzalez, General Manager, at [jgonzalez@inspirationcorp.org](mailto:jgonzalez@inspirationcorp.org)

## Overview

In an atmosphere of dignity and respect, Inspiration Corporation connects people and creates opportunity through access to social services, job training, housing, and food. Since 1989, Inspiration Corporation has assisted thousands of individuals and families affected by homelessness, extreme poverty and recent incarceration each year - serving as a catalyst for self-reliance.

Inspiration Kitchens is a restaurant and catering social enterprise and foodservice training program of Inspiration Corporation. The restaurant prepares contemporary American cuisine, and is top-rated in the Chicagoland community (4+ stars on Yelp, featured on Check Please!). Inspiration Kitchens restaurant and catering functions as culinary skills job training program for low-income job seekers. This program equips participants with basic culinary, sanitation and restaurant operations skills and offers participants on-the-job experience.

Proceeds from Inspiration Kitchens restaurant and catering help the affiliate nonprofit agency Inspiration Corporation provide social services, employment training and housing to people who are affected by homelessness and poverty.

Inspiration Corporation employees live the agency mission by demonstrating the following Core Values. Inspiration Corporation believes that these Core Values are what makes the organization one of Chicago's leading facilitators of personal transformation, and a great place to work:

1. Communicate honestly
2. Act with compassion
3. Pursue growth and learning
4. Be humble
5. Take care of ourselves so we can help others
6. Work greater together
7. Create a fun and productive environment

## **Position Summary**

The Lead Server is an integral member of the restaurant team that creates distinctively different and authentic experiences for our guests. He/she/they is/are responsible for greeting guests, taking orders, serving food and beverages, and checking on guest satisfaction. The Lead Server will also lead the FOH team in providing excellent table service to Inspiration Kitchens customers. They are required to communicate effectively between the front of house and the back of house. Must be capable of memorizing ingredients pertaining to the restaurant menu items and using the established point of sale systems. The Lead Server will also work closely with kitchen staff and students. Duties include stock rotation, communicating with clients for catering requests/events, and helping out with projects as needed. This position is a member of the social enterprise team and contributes to maintaining a productive and positive work environment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

### **GENERAL**

- Demonstrate Inspiration Corporation's core values and maintain a culture of dignity and respect
- Communicate effectively and professionally with customers and staff
- Assist in training, evaluating server(s) and schedule staff as needed
- Uphold Policies and Procedures of Inspiration Corporation and Inspiration Kitchens.
- Provide quality food and beverages consistently for customers.
- Perform Opening/Closing duties as needed.
- Maintain Point of Sale system, managing daily server cash handling.
- Process voids, comps and refunds with Manager on Duty
- Monitor inventory and order supplies for all FOH essentials.
- Follow standards for merchandise stocking, rotation and storage.
- Perform other duties as assigned by the General Manager or Manager on Duty.
- Attend staff meetings and trainings scheduled by the General Manager or Manager on Duty.

### **CUSTOMER SERVICE**

- Welcome and connect with every customer and provide exceptional customer service.
- Share Inspiration Corporation's mission and work, including information about the foodservice training program to customers.
- Identify customer's needs and appropriately suggest products to enhance service and meet sales goals.
- Provide quality food and beverages consistently for all customers.
- Serve Inspiration Kitchens food proudly and with care.
- Communicate effectively and professionally with customers and staff
- Inform the General Manager or Manager on duty of customer concerns in a timely manner.

### **CATERING**

- Assist in responding to catering inquiries and requests in a timely manner.
- Coordinate with the General Manager to design and price out menus.
- Help monitor staffing levels for catering events
- Provide excellent customer service.
- Assisting with draft and finalize contracts and invoices with clients.
- Deliver food for offsite catering events
- Attend regular team meetings

## **OPERATIONS**

- Maintain a positive, organized, and safe environment at all times.
- Perform routine daily cleaning tasks including, but not limited to: sweeping, mopping, vacuuming, washing dishes, waste disposal and recycling
- Clean and sanitize door handles, and high touch surfaces as often as is deemed necessary, in accordance with Chicago Department of Public Health standards.
- Drive Inspiration Corporation vans as needed to pick up or drop off supplies, food, etc.
- Assist facilities staff in performing seasonal grounds maintenance including garden upkeep, shoveling snow, and salt applications.
- Provide operations support to kitchen staff and other departments as needed.

**EDUCATION, EXPERIENCE & SKILLS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following requirements are representative of the education, experience and skills necessary for the position.

- High School Diploma or GED
- A minimum of 6 months of cashiering, serving or other customer service experience
- Ability to read and write English
- Basic computer knowledge
- Knowledge of Point-of-Sale systems
- A valid Chicago Food & Sanitation License is required and must be obtained within 30 days of position start date (training provided)
- Demonstrated ability to handle stress under pressure and multi-task
- A valid driver's license and clean driving record
- Patience with the ability to stay positive and complete work on time while maintaining focus in a fast-paced environment
- A team player who communicates effectively
- Able to follow instructions
- Flexibility in scheduling

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee, to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, walk, talk and hear. The employee frequently is required to walk and stand for long periods. The employee must be able to lift and/or move up to 50 pounds.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Full-Time Lead Server will maintain a five-day work week, works hours in accordance with the demands of meals, catering and restaurant services, which may include early mornings, days, evenings, weekends and functions as required.

*Inspiration Corporation is an equal opportunity employer.*