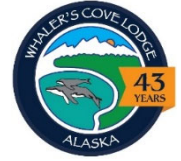


# Front of House Lead ~ 2025



The primary responsibilities of the Front of House (FOH) team are to provide our guests with a clean, relaxing, and satiating dining experience and to provide genuine warmth and hospitality while maintaining a professional decorum. The FOH Lead exemplifies professional communication, timing of service, courtesy, and authentic enthusiasm for the hospitality profession.

Whaler's Cove Lodge FOH team incorporates multiple FOH duties in their daily routine including: being a liaison between the guests and kitchen; host/hostess; wait staff with assigned zones and tables to cover; food expediter; and busser. Due to the remote location of the lodge, all restaurant staff (BOH & FOH) are required to rotate dish duty.

## Main Duties:

- Manage daily operations of the service team, the dining room, stations, FOH prep areas, and common guest areas. We seat 32 guests people daily for breakfast and dinner service.
- Breakfast and Dinner are plated.
- Understand daily menu items, ingredients, and preparation.
- Work with Chef(s) to ensure that guests with allergies or dietary restrictions are well tended.
- Ensure compliance with safety and health regulations.
- Train and supervise front of house staff, making sure they meet customer service expectations.
- Train staff to embody superb customer service.
- Responsible for managing 2-3 staff per meal service.
- Ordering FOH inventory in coordination with the Head Chef.
- Ensure that each guest has been greeted by you or your staff and attended to properly throughout the meal.
- Ensure employee compliance with all health and sanitation procedures.
- Ensure dining room appearance, sanitation and appropriate lighting.
- Lead by example by abiding by all Lodge policies as written in the Whaler's Cove Lodge Employee Manual.

## Unique Duties:

- All crew enjoy the same meals as the guests. Crew dining times are staggered around guest meal service.

## Requirements

- Must be over 21 years of age.
- Degree in Hospitality Management or equivalent experience.
- High School Graduate or GED.
- Minimum of 5 years prior serving experience: plated experience required.
- Working knowledge of serving etiquette.
- Split Shifts; 9-11 hr days.
- [Alaska Food Worker's Card](#).
- Season runs approximately June 5<sup>th</sup> through September 18<sup>th</sup>.
- Positive attitude and good work ethic.
- Background check required.
- Positive references performing similar duties.
- Non-smoker.
- Ability to regularly lift 20lbs up to 50lbs.
- Ability to be working on your feet (standing, walking, carrying items) for 9-11 hours per day.

**Preferred**

- French, family style, and buffet experience appreciated.
- Sommelier experience.
- Servsafe Certification.
- First Aid/CPR Certification.

**Compensation**

- Salary is commensurate with experience.
- Tips are pooled.
- Private room provided (no room shares).
- Board provided.
- Travel benefits to and from Alaska can be earned.
- Other benefits or perks disclosed during interview.

**Email Cover Letter / Letter of Interest and Resume to:** [wclapplicant@gmail.com](mailto:wclapplicant@gmail.com)

907-723-7057 Business Line

Whaler's Cove Lodge is an Equal Opportunity Employer