

FOH Supervisor

Position Summary

The FOH Supervisor at The Foundry is a leader, coach, and standard-bearer of our hospitality culture. This role ensures every guest interaction embodies The Foundry's pursuit of excellence — warm, genuine, and precise. The FOH Supervisor leads by example: holding high standards for service, teamwork, cleanliness, and communication while inspiring others to take pride in doing things the right way, never the easy way.

Essential Responsibilities

- Oversee daily front-of-house operations, ensuring smooth, efficient, and guest-centered service.
- Lead pre-shift meetings and communicate menu updates, events, and service priorities.
- Support and coach team members in guest interactions, table management, and problem resolution.
- Maintain floor awareness — anticipate guest needs, assist with table touches, and support servers and hosts during peak hours.
- Ensure adherence to The Foundry's service standards, cleanliness expectations, and uniform policies.
- Collaborate with the kitchen and bar to maintain timing, communication, and guest satisfaction.
- Handle guest concerns with professionalism and empathy, resolving issues with integrity.
- Manage opening and closing procedures, side work completion, and cash reconciliation as needed.

Qualifications

- Minimum 2 years of restaurant experience with proven leadership or supervisory background.

- Strong understanding of service flow, POS systems, and floor management.
- Excellent communication, problem-solving, and hospitality instincts.
- Ability to coach and motivate team members with fairness and consistency.

Physical Requirements

- Stand and walk for long periods.
- Lift and carry up to 30 pounds.
- Frequent bending, reaching, and moving quickly in a fast-paced setting.

Hospitality Lens

You are the pace-setter for service and the tone-setter for culture. Every shift is an opportunity to elevate your team, anticipate needs before they're spoken, and ensure every guest leaves feeling seen, valued, and cared for. Excellence lives in the details — and you lead by example.

Employment Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities. Duties, responsibilities, and activities may change at any time with or without notice. Employment with The Foundry Gastropub is at-will, meaning that either the employee or the employer may terminate the employment relationship at any time, with or without cause or notice.