

Imperial River Company Job Description

Position: Front of House Lead (Seasonal; Full-Time – Mid to Late April through early October)

Reports to: Hospitality Manager, then General Manager

Wage: \$18-22/Hour. Plus Tips

This is a seasonal leadership position supporting peak summer operations through the primary hospitality season (approximately through early October).

As Front of House Lead, you oversee all restaurant and bar operations, working closely with the Kitchen Lead to ensure seamless service, strong financial performance, and a consistent guest experience. This is a working leadership role combining hands-on serving and bartending with team management, revenue performance, and operational oversight.

You are responsible for driving restaurant and bar revenue performance through upselling, beverage and cocktail program development, and overall pricing optimization while maintaining service standards and profitability.

Core Responsibilities

Front of House Leadership & Operations

- Lead and supervise all restaurant and bar operations
- Train and mentor FOH staff in service standards, consistency, and efficiency
- Create FOH staff schedules (completed by end of day Thursday)
- Supervise server banks and daily cash handling procedures
- Ensure cleaning schedules are completed (daily, weekly, monthly)
- Conduct performance reviews and exit interviews for direct reports

Revenue Performance & Beverage Program

- Responsible for driving restaurant and bar revenue performance
- Lead upselling culture across food and beverage service
- Develop and maintain beverage and cocktail programs
- Audit and adjust menu pricing as needed for profitability
- Work with Hospitality Manager and BOH Lead on pricing strategy and margin performance
- Monitor sales mix and optimize pricing and product placement

Restaurant, Bar & Event Execution

- Perform serving and bartending duties as needed
- Supervise and assist with restaurant and bar orders during service
- Train, manage, and supervise BBQ raft lunches
- Coordinate closely with BOH Lead for restaurant flow and catered events

- Assist with prep and execution of catering and lodge events

Inventory & Ordering

- Manage food, bar, and restaurant inventory and weekly ordering alongside BOH Lead
- Maintain accurate inventory controls for bar program
- Ensure proper rotation and storage

Systems & Equipment

- Maintain full understanding of restaurant equipment
- Understand and update Toast POS system
- Report equipment problems immediately to Hospitality Manager
- Maintain regular cleaning and service schedules

Guest Experience

- Maintain a positive, professional presence with guests and co-workers
 - Ensure service standards are consistently upheld
 - Support a high-quality guest experience across restaurant, bar, and events
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Position Qualifications

- Positive attitude and strong work ethic
 - Current Food Handler Certification
 - OLCC Server's Permit
 - Strong leadership and communication skills
 - Inventory and cost control experience
 - Experience in front-of-house roles such as Bartender, Server, Expo, or Shift Manager
 - Strong organizational abilities and attention to detail
 - Basic computer proficiency
 - Willingness to work nights, weekends, and holidays during season
 - Ability to meet physical demands including lifting, standing, and extended movement
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Job Perks

- RV space available (if you have your own RV)
- Shift meal
- Opportunity to ride rafting trips if space allows
- Beautiful location on the banks of the Deschutes River
- Seasonal employment through early October