

# GRANOR FARM

— CERTIFIED ORGANIC —

## Granor Farm

Founded in 2006 and located in Three Oaks, Michigan, Granor Farm is a certified organic farm that cultivates a wide range of vegetables, berries, herbs, flowers and grains on over four hundred acres. Our Farm Store features all that we grow along with house made and regional foodstuffs. What we grow often becomes the ingredients for what we make. For example, our wood oven baked breads often use flour milled from our wheat and other grains. Our farming is complemented by an expanding educational programing, spirits distilled from our grains and in the future wines aromatized with our herbs, botanicals, and berries. Weekly farm dinners in our greenhouse showcase our crops and those of our farming community.

## Position Summary

We are seeking an enthusiastic individual to lead the execution of on farm events. Broadly, the position includes involvement in all aspects of event production from helping organize the year's calendar of event programing, maintaining the website with event listings, acting as a customer service representative for on farm events, preparing the space in advance of guests arrival, printing guest lists and acting as liaison with the kitchen to plan for head counts and dietary restrictions, greeting guests, beverage pairing along with the meal, and managing front of house staff. Ideally this candidate will have experience (and excitement) around locally grown produce and grains and be comfortable sharing that excitement and knowledge about what we grow and serve at Granor Farm.

This is a unique opportunity to develop and grow customer engagement within our farm in one of the most beautiful places (and kitchens) on earth. We are not a restaurant; we are a farm that cooks. We are also growing rapidly and looking for curious individuals who want to grow with us. If you are seeking a role in food that is physically connected to the land where it's grown and want to continue to advance as a leader, Granor Farm could be the place for you.

## Title, Days/Hours, Benefits

Position Title:	Front of House Manager
Customary Workdays:	Tuesday-Saturday (subject to change)
Customary Work Hours:	9-5pm (Tuesday-Thursday) 3-11pm (Friday-Saturday)
Benefits:	Health, Dental, Vision, HSA, and 401K available with full-time employment



## **Duties and Responsibilities**

This role is responsible for all things customer facing within the Granor Farm Dining Program.

### *Program Calendar Development*

- Work with the Chef and Culinary Director to plan the season of events and programming
- Oversee the creation of all Event Listings
- Manage Guest Lists for the events

### *Staff Management*

- Oversee and develop FOH staff
- Develop and enforce FOH standard and maintain the operation at those high standards
  - Service protocols
  - Customer service style and execution
  - Presentation of Greenhouse and Staff
  - Approve time sheets for managed staff
  - Manage time off requests for staff

### *Event Coordination*

- Field all private event inquiries with an active goal of hosting a group in our Private Dining Room at all relevant events
- Work with the Kitchen and Beverage Director to clearly communicate menu and beverage requirements for each event
- Work with the Finance Team to ensure accurate and timely invoicing for all events

### *Event Execution*

- Functions as host for all events delivering customer service at a high level that encourages customer retention and return visits
  - Includes ticketed events, private events, and classes
- Recognize customer service or program hurdles and actively resolve them

### *Building Maintenance*

- Oversee the presentation of the Granor Greenhouse directing the cleaning team on regular and specialty/intermittent cleaning needs



## **Position Requirements**

### Education and/or Experience

Minimum 2 years of Front of House management experience

### Qualifications

To succeed in this position, an individual must be able to perform each essential duty satisfactorily. The requirements noted below are representative of the knowledge, skill and ability required.

- Maintain Michigan alcohol sellers certificate (training provided)
- Reside within 50 miles of the farm and have access to reliable transportation
- Be comfortable with regular computer work including website CMS, excel, and MS word

### Language Skills

- Ability to read, write and speak English proficiently with some knowledge of Spanish preferred, but not required.
- Applicant must be comfortable engaging with guests in an open kitchen environment.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of the position.

- Occasionally lift and move up to 50 pounds.
- Ability to “be on your feet” for 8 consecutive hours.
- Ability to periodically support field staff with planting, harvesting and cleaning crops.