

ECLIPSE BREWERY NORTHAM

FRONT OF HOUSE MANAGER

GENERAL PURPOSE

We're looking for an experienced, people-focused **Front of House Manager** to lead service at our new brewery venue. This is a great opportunity to be part of an opening team, help shape how the venue runs day to day, and set the tone for a relaxed, friendly, and well-run brewery experience.

You'll be hands-on on the floor, leading the FOH team, keeping service flowing smoothly, and making sure guests feel welcome from the moment they arrive. Working closely with the Head Chef, brewing team, and senior management, you'll help bring the brewery's personality to life through great service, good vibes, and clear leadership.

This role suits someone who loves hospitality, thrives in a casual/high-volume environment, and enjoys building strong teams and systems from the ground up.

KEY RESPONSIBILITIES

Guest Experience & Service

- Create a friendly, relaxed, and welcoming atmosphere for all guests
- Lead service on the floor and be the go-to person during busy periods
- Handle guest feedback and any issues in a calm, professional way

Team Leadership & Culture

- Recruit, train, and lead a great front of house team
- Build rosters that suit the needs of the business and the team
- Foster a positive, inclusive, and team-driven culture

Day-to-Day Venue Operations

- Oversee daily opening and closing procedures
- Keep communication flowing between FOH, bar, and kitchen
- Ensure smooth service across the venue, especially during peak trade

Beer Knowledge & Responsible Service

- Make sure the FOH team knows the beer lineup and can talk guests through it

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- Work closely with the brewing team on updates and new releases
- Lead by example with responsible service of alcohol

Compliance & Safety

- Ensure all FOH operations comply with licensing, RSA, Approved Manager, WHS, and venue policies
- Act as the Responsible Person on shift as required
- Maintain a clean, safe, and well-presented venue

Cash, Stock & Admin

- Oversee POS accuracy, cash handling, and reconciliations
- Assist with stock control and ordering
- Support reporting and contribute ideas for improving operations

SKILLS & QUALIFICATIONS

- **Experience**
 - 3–4+ years' experience in a FOH management or supervisory role
 - Experience in breweries, pubs, bars, or relaxed high-volume venues ideal
- **Mandatory Requirements**
 - **Current RSA – essential**
 - **Approved Manager's Certificate – essential**
- **Leadership Style**
 - Approachable, confident, and hands-on
 - Able to lead from the floor and keep the team motivated
- **Organisation & Flexibility**
 - Strong at juggling rosters, service flow, and daily priorities
 - Comfortable in a fast-paced, casual environment

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- **People & Service Focus**
 - Genuinely enjoys looking after guests and the team
 - Solutions-focused with a calm approach under pressure
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WHY JOIN US?

- Be part of the **opening team of a brand-new brewery**
- Help shape the service style, systems, and team culture from day one
- Work in a relaxed, community-driven venue centred on great beer and good food
- Real opportunity to grow with the business as it develops
- Supportive ownership and leadership who value initiative and teamwork