



Naval Academy Business Services Division

Job Announcement Number: 26-056

Vacancy Open: July 27, 2026 – August 10, 2026

Area of Consideration: All Qualified Persons

Must be at least 18 years of age to obtain required security clearance

Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Retail Dining FOH Manager, NF-1101-03

Full Time (35-40 hours weekly, Benefited)

\$26.00-\$28.50/hour

Positions Available: 1

Benefits include: Medical, Dental, Life, and Long-Term Disability Insurance; Health Savings Account (HSA); Flexible Spending Account (FSA); Automatic Retirement Enrollment, 401(k), Roth 401(k), and 401(k) Loan options; and Paid Vacation and Sick Leave Accrual.

Are you the ultimate TEAM player who is ready to lead a team? We are looking for highly professional individuals that love to keep moving and provide a welcoming atmosphere for our guests while making their experience on the Yard one to remember. Scheduling 8-hour shifts 5 days a week, to include weekdays, weekends, and holidays.

In order to meet the basic requirement of the Retail Dining FOH Manager position, NF-1101-03, you must meet one of the following requirements:

- (a) Possess one (1) year of specialized experience in a food service role that equipped you to perform successfully the duties of this position. Specialized experience may include, but is not limited to: Front of House, Back of House, supervisory/managerial duties in the food service industry; OR
- (b) five (5) years of education beyond high school; OR
- (c) have three (3) years of general work experience.

JOB SUMMARY

The Retail Dining FOH (Front of House) Manager, located in the U. S. Naval Academy's Non-Appropriated Fund Instrumentality (NAFI), Naval Academy Business Services Division (NABSD), Annapolis, Maryland, directly supervises a la carte operations, to include but not limited to Drydock, and other sites as directed by the Retail Dining Operations Manager. The Retail Dining FOH Manager will complete all HR administrative duties, and directly supervise all FOH a la carte service staff. In addition, the incumbent will be responsible for overseeing Retail Dining FOH Supervisors, kitchen, inventory, and logistic staff in absences of their direct supervisor. The incumbent is responsible for participating in and/or supervising the setup and breakdown of all a la carte establishments, and ensuring that the facility is properly cleaned, organized, and secured at the close of each day.

DUTIES & RESPONSIBILITIES

- Duties include hiring, training, and scheduling staff; liaising with the kitchen, inventory, logistics, catering, and marketing to ensure day-to-day operations are properly planned, organized, and executed; creating revenue generating concepts; and providing revenue and labor analysis.
- Accomplishes human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining of employees. Communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures; identifying temporary worker requirements; engaging temporary agencies and supervising staff.
- Maintains fiscal year spreadsheets for a la carte operations; ensures a spreadsheet for fiscal year revenue, and an itemized sales list for food, beverage, and alcohol is updated monthly. Achieves a la carte service operational objectives by contributing information and analysis to functional strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, completing audits; participating in inventories; determining system improvements; implementing change.

- Maintains safe, secure, legal, and healthy work environment by following, and enforcing sanitation, quality of food preparation and service standards and procedures; conforming to the regulations of the alcoholic beverage commission.
- Adhere to sanitation, safety and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests. Must understand and be able to train on alcohol awareness procedures such as proper pouring, accountability and proper cut off procedures. Must be C.A.R.E Trained.
- Creates calendar of events/specials for a la carte locations as needed; Develops theme nights, Holidays parties, appreciation specials, etc. based on yearly calendar and Yard calendar. Works with Chef to ensure menus are produced in accordance with what is advertised, works with inventory team to ensure necessary product is available, and coordinates personnel schedules.
- Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, utensil quality and placement; monitoring customer facing chill boxes, merchandisers, and condiment counters; monitoring food presentation and service.
- Ensure client satisfaction; identifies current and future customer service requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements. Investigates and resolves complaints regarding food, customer service, etc. Acknowledge, greet and thank all members and guests in accordance with NABSD Retail Dining and Hospitality client service standards
- Confirms all FOH service staff are in proper uniform, presenting a clean and professional image.
- Confirms reservations for The Alley restaurant and special events; ensures all reservation emails and phone calls have been returned and recorded, and prepares restaurant seating assignments in accordance with reservations.
- Communicates floor plans to include but not limited to setup of tables, chairs, linens, table settings, glassware, stanchions, etc., and ensures the room/space preparation is accurate.
- Acknowledge, greet, and thank all members and guests, and ensure client satisfaction by communicating with the members/guests throughout the day. Maintains customer satisfaction by investigating and resolving complaints regarding food and beverage quality and/or service.
- Assist FOH/BOH staff, and Retail Dining Supervisors (refilling drinks, delivering food, bussing tables, bar support, etc.).
- Participate and complete closing procedures by securing the facility in accordance with Standard Operating Procedure (SOP) guidelines and policies.

YOU WILL BE RATED ON THE FOLLOWING KNOWLEDGE, SKILLS, AND ABILITIES (KSAs) FOR THIS POSITION:

1. Experience in a Leadership, Supervisory and/or Managerial role. Experience in high-volume restaurant or banquet facility, or education in Business Administration, Hotel and Restaurant Management, or a closely related field is preferred.
2. Experience in customer service, with skill in written and oral communication.
3. Ability to multi-task in a high-volume, fast-paced setting.
4. Experience remaining organized under short time constraints with established deadlines.
5. Ability to manage and lead a team with little or no supervision.

QUALIFICATIONS & CONDITIONS OF EMPLOYMENT

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must be able to obtain and maintain a security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required - We are an E-Verify participant
- Probationary period: Full Time & Part Time employees serve a one-year probationary period.
- U.S. Citizenship is required for Tier 3 Positions
- Reference Checks
- Must be able to understand and communicate in English
- Participation in Direct Deposit
- Must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

APPLICATION INSTRUCTIONS

A complete online application **must** be submitted no later than NOON on the closing date to be considered for a USNA NAF/NABSD position. Resumes must not exceed 2 pages. **Apply Here:** [NABSD Career Center](#)
Visit our website <https://www.usnabsd.com/about/careers/> or email nabsdjobs@usna.edu if you need assistance.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **NAF RPL (Non-Appropriated Fund Reemployment Priority):** Most recent separation BBA SF50 (or equivalent).
- **Military Spouse:** most current military member's PCS orders, submit spousal request form – (***Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below***)
- **Veteran:** Page four (4) of the DD-214

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Applicants may be required to provide proof of education, complete a pre-hire health screening, etc. DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, or other non-merit factor. Reasonable accommodations may be provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case-by-case basis.