



For more than 131 years and four generations, J.C. Newman Cigar Co. has handcrafted the world's finest cigars in the heart of Tampa's historic Ybor City. Our factory, El Reloj, is the last operating hand-rolled cigar factory in the United States—a living landmark where more than 25,000 guests from around the world visit each year to experience Tampa's cigar heritage.

In late 2026, we will open three new hospitality experiences inside a beautifully restored 1910 building across the street from El Reloj: **Elaine's**, a classic American restaurant with continental and local influences serving breakfast, lunch, and dinner; **Stanford's Cigar Club**, a premium cigar lounge built around an exclusive barrel-aged spirits and reserve red wine program; and **The Inn at El Reloj**, eleven beautifully appointed guest rooms upstairs from Elaine's. Together with our private events programming on both sides of the street, they form the El Reloj District, a hospitality destination unlike anything else in Tampa.

We are seeking an Expeditor (Expo) to serve as the critical liaison between the kitchen and front-of-house teams, ensuring that each dish is accurately prepared, properly presented, and delivered to the right guest at the right time. This is an exciting opportunity to play a key role in maintaining elevated service standards, coordinating kitchen and dining room operations, and creating exceptional guest experiences within one of Tampa's most significant historic properties.

Why You Will Love This Role

- Play a key role in connecting the kitchen and front-of-house teams and ensuring smooth service execution
- Join a passionate team focused on creating one of Tampa's most unique dining and hospitality experiences
- Join a 131-year, four-generation family business that values craftsmanship, heritage, and doing things the right way
- Work in a growing hospitality operation with opportunities to learn about food, beverage, and wine
- Be part of the El Reloj District in one of Tampa's most iconic and storied neighborhoods

Who You Are

You are organized, proactive, and confident working in a fast-paced kitchen and dining environment. You have strong communication and multitasking skills and take pride in ensuring every dish meets established standards before reaching the guest. You are professional, detail-oriented, and passionate about food, beverage, wine, and exceptional hospitality.

You bring:

- Minimum of 1 year in an upscale kitchen environment as an Expo.
- Good time management and teamwork skills.
- Proactive and strong communication skills.
- Pride in appearance.



- Proactive in learning about food, beverage, and wine.
- Warm and professional in communicating with guests.
- Ability to read and understand tickets, menu items, daily specials, ingredient changes, and guest modifications.
- Ability to multitask, prioritize, and remain organized in a fast-paced environment.
- Constantly strive to improve personal and professional development.

What You Will Do

As an Expeditor (Expo), you will serve as the liaison between the kitchen and front-of-house teams, managing the flow of tickets and dishes while ensuring accuracy, timing, presentation, and guest customization. You will work closely with the Chef on duty and service team to maintain the standards of excellence expected throughout the guest experience.

You will:

- Organize, prioritize, and manage the flow of tickets and dishes from the kitchen to the dining room.
- Confirm each order is accurate, complete, and properly plated to restaurant standards before leaving the pass.
- Call out orders and timing updates clearly to both kitchen staff and front-of-house team.
- Adjust pacing based on dining room flow, coursing, and management feedback.
- Inspect each dish for correct temperature, garnish, plating, and modifications.
- Ensure all food leaving the kitchen aligns with guest dietary restrictions and allergy alerts.
- Maintain up-to-date knowledge of all menu items, daily specials, and ingredient changes.
- Assist in opening and closing procedures to prepare the restaurant for service and maintain cleanliness and organization throughout.
- Complete relevant checklists and adhere to standard operating procedures (SOPs) to maintain consistency and quality in service delivery.
- Ensure compliance with food safety and health and safety practices, policies, and procedures, including allergen regulations.
- Attend briefings, meetings, and training sessions to stay informed about menu offerings, service protocols, and industry best practices.
- Report any health and safety issues or faulty equipment to front-of-house management promptly for resolution.

Physical Requirements & Work Environment

- Ability to stand and walk for extended periods of time in a fast-paced restaurant environment
- Ability to use hands to finger, handle, or feel and reach with hands and arms
- Ability to talk, hear, taste, and smell as required to perform job responsibilities



- Ability to occasionally climb, balance, stoop, kneel, or crouch
- Ability to regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds
- Specific vision abilities required include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Full-time position with flexibility to work evenings, weekends, and holidays based on business needs

Benefits That Support You

We offer a competitive benefits package including medical, vision, and dental coverage, a 401(k) savings plan with company match, company-paid life and short-term disability insurance, company-sponsored long-term disability, paid time off, and more

Ready to Join Us?

If you're passionate about hospitality, take pride in creating exceptional guest experiences, and are excited to be part of a growing team, we'd love to hear from you. Please submit your resume and a brief note sharing your experience and why you're interested in joining the J.C. Newman team to hr@jcnewman.com or apply online at www.jcnewman.com/careers.

J.C. Newman Hospitality Co. is proud to be an Equal Opportunity Employer. We are a drug-free workplace and conduct pre-employment drug screening.