



FOOD AND BEVERAGE MANAGER / ASSISTANT

Department: Food & Beverage

Date: Revised March 2019

Basic Function: Supervise and administer all Food & Beverage operations for the outlets, assist in the coordination of new ideas in guest service, service training and product enhancement. Supervise employees and administer in accordance with department and resort policies. Perform all functions of Restaurant Manager as necessary.

Work Performed:

1. Supervise all outlets to ensure compliance with resort management objectives and the health and safety of all employees and guests.
2. Control inventory and order all necessary liquor, beer and wine for outlet operations, to targets as set by the Company.
3. Perform and supervise all monthly and /or quarterly inventories, including wine, liquor, china, glassware and silverware.
4. Maintain and ensure neat and clean wine storage in both Restaurant and Warehouse.
5. Support Banquets with beverage items as needed.
6. Control inventory and order all necessary administrative and grocery items for all outlet operations.
7. Control inventory and maintain adequate supplies of all small wares, utensils and equipment for proper operation in all outlets.
8. Maintain established service levels to ensure a consistent guest experience at a high quality level.
9. Act as an ambassador of The Cove by speaking positively of the Resort at all times.
10. Foster a work environment of teamwork and mutual service by assisting co- workers and other departments as necessary to ensure guest satisfaction.
11. Maximize profitability by constantly monitor labor costs, food costs and beverage costs as well as departmental expenses, this includes governing pricing on all items sold.
12. Interview, hire, train and supervise staff.
13. Schedule staff for outlets in accordance with business needs and management objectives.
14. Conduct performance reviews as necessary for the department.
15. Develop incentive programs to enhance profitability within the department.
16. Responsible for the training of all service staff in established Food and Beverage service standards and resort policies.
17. Responsible for staffing levels, scheduling, evaluating and disciplining departmental team members as required.
18. Hold monthly department meetings to review resort events, departmental policies and procedures and maintain high level of moral.



19. Responsible for the training of all service staff in established Beverage service standards and resort policies.
20. Support activities related to wine knowledge and service training.
21. Knowledge of all liquor laws and assist in educating staff as necessary.
22. Assist in budgeting process for beverage department with the Resort Manager.
23. Control expenses related to department.
24. Other duties as assigned.

Supervision Exercised: Restaurant Managers, Supervisors, Bartenders, Servers, Bussers, In Room Dining Staff, Host/ess and Food Runners.

Supervision Received: Resort Manager

Responsibility & Authority:

1. Ability to maintain a high level of guest service at all times in all guest services areas.
2. Upholds the resort commitment to hospitality.
3. Acts as Manager on Duty as required.
4. Works closely with all departments to ensure guest service levels are being met.
5. Ability to deal effectively with all departments with regular communication.

Minimum Requirements:

Bachelor's degree from four-year College or university; or equivalent related work related experience and/or training. Prior food & beverage management experience and Sommelier preferred. Prefer 3+ years' prior supervisory skills and hotel/resort food and beverage operations experience. Must have strong organizational skills, excellent written and verbal communication skills and be able to perform and prioritize multiple tasks with ease. Computer skills required. Strong guest and team member relations skills.

Physical Requirements:

30% Sitting

70% Walking, standing and bending

Lifting/Carrying up to 50 lbs.

Hearing and Manual dexterity

Distance vision 1-3 feet

Ability to drive golf cart on occasion as necessary

I have reviewed and understand this job description.

Employee Signature/Date