



RESTAURANT MANAGER

Department: Food & Beverage

Date: Revised March 2019

Basic Function: Supervise and administer all Food & Beverage operations for the restaurants, 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 restaurants to ensure compliance with resort management objectives and the health and safety of all employees and guests
2. Perform and supervise all monthly and /or quarterly inventories, including china, glassware and silverware
3. Support Banquets as needed
4. Control inventory and order all necessary administrative and grocery items for all restaurant operations
5. Control inventory and maintain adequate supplies of all small wares, utensils and equipment for proper operation in all restaurants
6. Maintain established service levels to ensure a consistent guest experience at a high quality level
7. Act as an ambassador of The Cove by speaking positively of the Resort at all times
8. Foster a work environment of teamwork and mutual service by assisting co- workers and other departments as necessary to ensure guest satisfaction
9. Maximize profitability by constantly monitor labor costs, food costs and beverage costs as well as departmental expenses
10. Interview, hire, train and supervise staff
11. Schedule staff for restaurants in accordance with business needs and management objectives
12. Conduct performance reviews as necessary for the department
13. Train all service staff in established food and beverage service standards and resort policies
14. Manage staffing levels, scheduling, evaluating and disciplining departmental team members as required
15. Manage employee payroll processes
16. Hold monthly department meetings to review resort events, departmental policies and procedures and maintain high level of moral
17. Train all service staff in established service standards and resort policies
18. Promote other activities related to food & beverage service
19. Know all liquor laws and assist in educating staff as necessary
20. Other duties as assigned

Supervision Exercised: Bartenders, Servers, Server Assistants, In Room Dining Staff, Host/esses, Expeditors, and Pool Bar & Beach Staff

Supervision Received: Food & Beverage Manager

Responsibility & Authority:

1. Maintain a high level of guest service at all times in all guest services areas
2. Uphold the resort commitment to hospitality
3. Work closely with all departments to ensure guest service levels are being met
4. Deal effectively with all departments with regular communication
5. Supervise and manage Food & Beverage staff



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. Must maintain current food handler's certification

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