



FOOD, BEVERAGE & EVENTS MANAGER

SUMMARY: Manages and directs restaurant operations & banquet functions and activities to ensure effective and profitable operation and growth. Maintain high standards of food, service, health and safety, ensure the efficient and profitability business performance of the restaurant and banquets and the optimal utilization of staff and resources. Maintains coordination with banquet functions and group events.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Controls the sales and profitability of the restaurant and banquet department
- Establishes and monitors standards for restaurant and banquets including but not limited to personnel administration and performance and service to patrons.
- Assess staffing requirements and recruit staff when needed.
- Ability to work and direct the culinary team in absence of a chef. Ability to expedite all meal periods
- Manage staff performance in accordance with established standards and procedures.
- Ensure staff has a clear understanding of established codes of practice.
- Ensure all Staff follow Forbes/BLAS standards accordingly
- Organize and monitor staff schedules.
- Maintains visibility and accessibility to patrons, staff, and vendors; maintains effective communication with all staff to ensure restaurant and banquets are performing at established standards.
- Ensures that patrons' needs are fulfilled, and their dining experience is as pleasurable as possible; responds to guest feedback, including complaints/problems.
- Establishes par levels for supplies and equipment; monitors and maintains proper inventory levels; authorizes purchase orders for supplies and equipment.
- Arrange maintenance and repairs or replace of equipment and services
- Possesses and maintains thorough knowledge of all beverage selections available and characteristics/description of every wine/champagne on the wine list and by the glass; all menu items, preparation method/time, ingredients, sauces, portion sizes, presentation, and prices.
- Continually check room is set in accordance to the banquet event orders and organized properly for service.

- Communicate with Catering/Sales Managers to ensure guests needs
- Direct Captains and staff to perform job descriptions effectively
- Responsible to confirm menus with Chef, and sees that last-minute changes are communicated efficiently.
- Conducts pre-service meetings with service staff.
- Attends weekly Banquet Event Order meeting.
- Attends group Pre-Conference meetings when scheduled.
- Keeps up to date on overall activities of the team, identifying problem areas and taking corrective actions.
- Provides timely performance evaluations and makes recommendations for pay increases.
- Monitors, updates, and controls timekeeping function for all staff.
- Approve timesheets and process payroll.
- Must take all related directives in a positive manner as there may be times when you are directed to perform F&B responsibilities that are not detailed on this job description.
- Prepares accurate and timely reports as required.
- Assists staff with job functions as needed to ensure optimum service to all guests.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by your manager.

QUALIFICATIONS:

- Previous banquet/restaurant managing experience.
- Basic knowledge of food and beverage.
- Knowledge of spirits/beer selection.
- Ability to multi-task and handle high pressure situations.
- Personable and great people skills.
- Awareness of guest consumption.
- Ability to multi-task
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

EDUCATION/EXPERIENCE:

- Previous banquet and restaurant experience.
- High school diploma or equivalent to GED.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs. Occasional lifting of 45 lbs. or more (tables, kegs, chairs)
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Must have valid driver's license.
- Food Handler Certificate
- TIPs certificate

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.