

# TOURISTS

**JOB TITLE** Food & Beverage Manager  
Full-time, Salary, Exempt

## **JOB DESCRIPTION SUMMARY**

The Food & Beverage (F&B) Manager is an integral member of the leadership team working together on day-to-day operations. TOURISTS' goal in all positions is to exceed expectations of our guests. The F&B Manager is accountable for cost control and inventory management while ensuring indulgent service is given to all guests by providing the highest standards of product. This is a very visible position. TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. The F&B Manager will maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners. The F&B Manager is expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

## **ESSENTIAL FUNCTIONS & ACCOUNTABILITIES**

### Food and Beverage Operations

- Establish and maintain accountability for service procedures, including Lodge, Deck, Room Service, Mini-Bar, and The Airport Rooms
- Develop Inventory Tracking system and implement organization system for all Food and Beverage materials
- Manage ordering of Inventory
- Oversee all Kitchen communication

### Financial Oversight

- Implement processes to monitor and improve Sales, Turnover Rate and Loss/Waste
- Audit vendor invoices for accuracy and negotiate pricing

### Quality Standards and Improvements

- Establish, evaluate and update departmental objectives, policies and Standard Operating Procedures and ensure staff are properly trained
- Identify and execute system improvements
- Maintain guest satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred guests

### Staff Oversight

- Maintain HR and Staffing objectives by recruiting, hiring, orienting, training, assigning, scheduling, coaching, counseling, and disciplining staff
- Manage employee review dates and performance standards
- Ensure open lines of communication with all departments and upper management at all times
- Demonstrate a working understanding of labor cost control through effective scheduling and proactive management
- Ensure all Staff maintain a high level of personal hygiene and adhere to dress code policies for their scheduled shift

#### Safety and Regulatory Compliance

- Monitor compliance with health, fire and OSHA regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities
- Ensure timely reporting of all safety infractions and injury incidents
- Ensure that all equipment is maintained in good, safe working condition
- Monitor employee activities to ensure liquor regulations are obeyed

#### Work Related Experience

Minimum of five (5) years restaurant experience with three minimum (3) years of managing multiple outlets. Prior experience overseeing a beverage program a plus.

#### Education

College Degree preferred. Associates or Bachelors degree in Culinary Arts or relevant professional experience.

#### Certificates/Licenses

SERVSAFE Food Protection Manager certified.

#### Budget Control Responsibilities

Inventory controls for Service areas defined above. Staff scheduling for efficient but quality level of service. Responsible for, but not limited to, posting charges or collecting charges for additional revenue generated.

#### Security/Confidentiality

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information.

#### Performance Standards

- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of co-workers and guests
- Proficiency in Microsoft Excel and Word, E-mail
- Ability to understand other computer programs (i.e. POS and PMS)

#### Working Conditions/Environment

- The noise level in the work environment is usually moderate
- The person in this position may have to lift up to 50 pounds on a daily basis
- The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
- The position does require movement between locations on property exposing individual to variable climate conditions as well as movement in and out of kitchen facilities.

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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