F&B Manager

Job Description

**Job Title:** F&B Manager

**Department:** F&B

**Reports To:**

**Revised Date:** January 24, 2018

**FLSA Status:** Exempt

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following and other duties may be assigned as necessary:

* Responsible for supervising and managing staff in the F&B department. Develops, implements and manages operational goals and monitors achievements of performance and profit objectives.
* Create effective and efficient schedules, while maintaining labor costs, meeting staffing objectives and achieving guest satisfaction.
* Responsible for assisting in the budget process for the department and provide recommendations; ensuring compliance to departmental budget initiatives; reporting budget concerns to the General Manager.
* Enthusiastically supports, actively promotes, and demonstrates superior customer service in accordance with department and company standards and programs.  Ensures customer service standards are followed by all team members and addresses issues as they arise.  Responsible for the overall achievement of department customer service goals.
* Responsible for staff development and training programs.
* Responsible for rewards and recognition program to maximize employee engagement and moral.
* Maintain cost control methods and procedures by monitoring consistent pars and inventory.
* Maintain established quality assurance procedures to ensure acceptable health department and customer service standards.
* Oversees scheduling, breaks, floor plans, training, evaluating, counseling, team members on assigned shift.
* Exhibits a friendly and helpful and courteous manner when dealing with customers and fellow team members.
* Knowledge of and enforcement of all health and liquor regulations which apply to the functions and duties of the Food & Beverage Department for which this position is responsible.
* Administers the overall activities of the restaurant operations and beverage operations.
* Establishes and administers training programs within the assigned restaurant.
* Ensures that available facilities are adequate for performance of duties by assigned personnel.
* Maintains and instructs assigned personnel on safety policies and procedures, and follows up to ensure that hazards are eliminated.
* Monitors appearance of food served and communicates deviations from standard.
* Responsible for ensuring the compliance with all regulatory compliance within area of responsibility and reporting potential issues to the General Manager.
* Maintains strict confidentiality in all departmental and company matters.

**QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be at least 21 years of age.

* Bachelor’s Degree (B.A./B.S.) or equivalent from four year college or university; **or** four years related supervisory or managerial experience and/or training; **or** equivalent combination of education and experience.
* Previous supervisory experience in a full service or high volume restaurant preferred.
* Must have the ability to interact with guests, staff and colleagues and resolve problems and conflicts in a diplomatic and tactful manner.
* Ability to write reports, business correspondence, and procedure manuals.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.  Ability to compute rate, ratio, and percent and to draw and interpret bar graphs
* Flexible to work all shifts including holidays, nights, weekends as business needs dictate.
* Must be proficient in Microsoft Outlook programs.
* Excellent motivational, communication and customer service skills required.

**SUPERVISORY RESPONSIBILITIES**

This job has supervisory responsibilities.

* Responsible for staff development and training programs.
* Responsible for rewards and recognition program to maximize employee engagement.
* Evaluates team members within department and delivers constructive feedback to employees in regards to performance.
* Determines recommendation for staffing (including interviewing and hiring) and scheduling (planning, assigning and directing work) to meet business needs.
* Determines work procedures and expedites workflow.
* Responsible for employee performance (disciplining, coaching, counseling).

**LANGUAGE SKILLS**

Ability to read and interpret documents in English, such as safety rules, operating and maintenance instructions and procedure manuals. Ability to read and communicate verbally in English. Written communication skills in in English may also be required.

**REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Employee must be able to qualify for licenses and permits required by federal, state and local regulations.

Must obtain a First Aid/AED certification. Must successfully complete TIPS training and/or be certified in TIPS and Serve Safe.

**PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee is regularly required to stand and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms and talk or hear. Specific vision abilities required by this job include close vision, color vision, and peripheral vision.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds, and must have the ability to push, pull, reach, bend, twist, stoop, stack, crouch, kneel and balance when performing job duties in varying work areas such as confined spaces.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.