



POSITION DESCRIPTION

POSITION:	FOOD AND BEVERAGE MANAGER	CIVIL SERVICE:	NO
DEPARTMENT:	PARKS & RECREATION	FLSA EXEMPT:	YES
DIVISION:	GOLF COURSE FOOD SERVICE	UNION:	N/A
REPORTS TO:	PARKS & RECREATION DIRECTOR	PAY GRADE:	N11

FUNCTION:

Under general direction of the Parks & Recreation Director, responsible for excellence in food and beverage services by overseeing all aspects of a multi-unit banquet, dining and catering operation; and ensuring an attentive, friendly, courteous, and efficient service staff, while maintaining adherence to budgeted payroll and overhead costs.

SUPERVISES:

Beverage cart personnel; Bartenders; Grill room personnel; Wait staff; Assistant Food and Beverage Manager

EQUIPMENT USED:

POS system; Range/Grill; Walk-in Cooler; Computer MS Office

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Plans, organizes, directs, and manages all food and beverage operations, restaurant and banquet activities at Otter Creek.
- Directs day-to-day management and operations of the Tin Cup and Pinnacle Club and is responsible for scheduling the use of the building.
- Organizes, schedules, and insures successful implementation of special events at the Pinnacle Club.
- Prepares banquet budget for submittal to the Parks & Recreation Director, administers the adopted budget, purchases and maintains adequate inventory, supplies and materials needed for proper operation and financial success.
- Recommends all applicable Tin Cup and Pinnacle fees/service charges.
- Prepares reports on trend line and comparative data regarding outings, banquets, and overall sales.
- Assists in the development and implementation of the yearly Tin Cup/Pinnacle Club marketing plan. Update and manage the Otter Creek Golf Course website and social media pages, and produce public communications relevant to promotions of the golf course.
- Manage food & beverage staff by recruiting, selecting, hiring, training, assigning, scheduling, and supervising performance for all food and beverage services including banquet hall catering, bar and grill, and outside beverage carts.
- Control costs of all food and beverage outlets by overseeing all purchasing of food, beverages, supplies and equipment; estimating product and personnel levels; maintaining effective inventory and shortage controls.

- Ensure successful operation of special events, banquets and room rentals through regular communication, including but not limited to weekly meetings with Head Golf Professional.
 - Maximize food and beverage sales and facility rentals by identifying and targeting sales opportunities through marketing including promotions and special events while continually working towards sales revenues that exceed operating budgets.
 - Maintain customer satisfaction and employee productivity by handling customer inquiries, concerns or comments and providing solutions; develop new concepts to ensure customer satisfaction and repeat business.
 - Protect the City, staff and the guests by adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies.
 - May be required to fill in as bartender, server, host, etc. as needed.
 - Collaborate with Head Golf Professional in the delivery of staff, as well as the resolution of issues regarding product, equipment, personnel, or safety.
 - Be aware of all course events, large parties and reservations that may affect the food and beverage operation.
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ENTRY REQUIREMENTS AND SKILLS:

- Associates/Technical degree in Restaurant/Hospitality or related field and a minimum of three to five years of experience in food and beverage industry; or any combination of college and/or equivalent relevant experience in food and beverage management.
 - Solid time management, organization and prioritization skills
 - Ability to make decisions in a fast paced environment
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REQUIRED SPECIAL QUALIFICATIONS:

- Serve Safe certification required within 90 days of employment
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WORKING CONDITIONS:

- May be required to walk or stand for long periods of time
 - May be exposed to wet and/or humid conditions, moving mechanical parts, toxic or caustic chemicals, fumes or airborne particles, risk of electric shock, sharp objects extreme heat and/or open flame.
 - Must keep regular and reliable attendance at work.
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PHYSICAL REQUIREMENTS:

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires standing, walking, speaking or hearing and using hands to finger, handle or feel and occasionally requires sitting, tasting or smelling and lifting; no special vision is required; no special vocal communication skills are required; no special hearing perception is required; work requires using of measuring devices, operating machines and operating motor vehicles or equipment; work occasionally requires exposure to toxic or caustic chemicals, exposure to outdoor weather

conditions and exposure to extreme heat (non-weather); work is generally in a moderately noisy location (e.g. business office, light traffic).