

**THE RESORT AT PORT LUDLOW
POSITION DESCRIPTION**

FLSA: Salaried - Exempt

POSITION TITLE: FOOD & BEVERAGE MANAGER

DIVISION/DEPARTMENT: Food & Beverage

REPORTS TO (TITLE): General Manager

SUPERVISES: All service staff and bartenders in Fireside Dining Room

DATE: 08/08/2011

BASIC FUNCTION:

Lead, manage, coordinate and supervise the overall guest services operations of the Fireside Dining Room with particular attention focused on guest satisfaction, revenue generation, bottom line achievement, adherence to industry standards, inventory and expense control and safety assurance. Demonstrate passion for quality hospitality experiences and memorable guest experiences. Model the behavior of professional hospitality through positive mentoring, upbeat attitude and appropriate conversations. Establish and deliver quality service and provide quality products that are in accordance with property standards and guest expectations. Establish appropriate vendor relationships and processes. Ensure that all health and safety standards of the Resort, State, Federal and Local governments are upheld and met including State Liquor Laws.

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE

Must have High School Diploma or GED equivalent and meet minimum age requirements for jurisdiction (21). Strong preference/expectation of college degree with emphasis in business, hotel management, culinary expertise and leadership emphasis.

Must have broad and extensive knowledge of, and experience working in a full-service hotel or resort with experience supervising at least two of the following departments, Dining Room, Lounge, Room Service, Banquets or Catering.

Must have deep and broad knowledge of wine, inventory and how to create food/wine events that are well attended and profitable.

Minimum 2-3 years experience as a restaurant manager, banquet manager or hotel manager required.

Proficient in Microsoft Office and Micros (or similar POS). Strong computer skills required.

Must have an ability to train staff in guest services skills and inspire them to work as a team. Proficient in English with secondary languages a plus. Must have valid drivers license and good driving record.

Must have or be able to obtain Washington state food handlers permit and a Washington liquor service permit.

ESSENTIAL FUNCTIONS:

1. Develop a "sense of place" with the Dining Room for all constituents including locals, guests staying at the Inn, special occasions, loyalty clubs and special events.
2. Manage the dining room through presence and relationship building.
3. Plan and direct the Food & Beverage Department to meet the daily needs of the operation including staffing, equipment and inventory.
4. Develop, along with the Executive Chef and General Manager, menus that are appropriate to the dining room, reflective of local product and priced for both profit and satisfaction.
5. Schedule staff to optimize the team including dining room and banquets, culinary and stewarding.
6. Ensure cleanliness in all work areas, guest areas, heart of house and front of house.
7. Establish standards for every job function and redesign job functions as appropriate.
8. Regularly provide competition studies to managers for review and to benchmark improvement.
9. Develop the F&B budget and work to exceed revenue while achieving anticipated food & beverage costs.
10. Practice industry standard purchasing processes.
11. Develop inventory controls and implement them with liquor, wine, food and equipment. Special focus on wine with inventory control and appreciation for established wine program. Focus on storage, spoilage and organization.
12. Develop a pipeline of talent so that this is known as the "choice place to work." Train all new hires in their respective positions. Process paperwork in a complete and timely manner.
13. Develop training plans and conduct regular and ongoing training to insure all employees are fully competent in product knowledge, service techniques, policies and procedures.
14. Develop and implement guest use name program.
15. Develop and implement loyalty program.
16. Work closely with Marketing Manager to generate "buzz" of events and promotions.
17. Work closely with Marketing Manager to optimize social media.
18. Work closely with Catering Coordinator and Sales Manager on group/banquet events.
19. Improve Micros reporting and use tools fully.
20. Perform duties as assigned by the General Manager. These will include, but are not limited to: Special sales promotions, menu changes, daily specials and merchandising.

ENVIRONMENT:

Work is performed indoors and outdoors on various surfaces. Must be able to work with others and work independently as well.

ACCOUNTABILITY:

Responsible for ensuring guest experience is positive and enjoyable with an emphasis on developing and maintaining repeat business. Work areas must be clean & organized at all times. Inventory must be accurate and expenses, including labor, controlled. Must demonstrate leadership and teamwork.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

I have read the above Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

NAME

DATE

ENVIRONMENTAL FACTORS

	YES	NO
Working Outside		X
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat		X
Excessive Humidity/Dampness		X
Noise/Vibrations		X
Working Above Ground		X
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners	X	
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles		X
Working Around Machinery/Motorized Equip.		X
Climbing on Scaffolds or ladders		X

POSITION ANALYSIS/SPECIFICATIONS

	N/A	OCCASIONAL	FREQUENT	CONSTANT
Sitting		X		
Standing				X
Walking				X
Bending Over			X	
Crawling	X			
Reaching			X	
Crouching		X		
Kneeling		X		
Balancing				X
Pushing/Pulling			X	
Lifting/Carrying				X
10lbs or less				
11lbs to 25lbs			X	
26lbs to 50lbs		X		
51lbs to 75lbs	X			
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity				X
Fine Motor Skills				X
Gross Motor Skills			X	
Eye/Hand Coord.				X
Near Vision				X
Far Vision				X
Color Recognition				X
Hearing				X