

Assistant F&B Manager

Reports to: F&B Manager/s

Department: Restaurants

Classification: Salary

Liaises with:

Exécutive Chef/ Sous Chefs/Restaurant Cook/s

F&B Leaders/Manager and Catering Managers

Other Departmental Managers

Scope and General Purpose:

To share their passion for food & beverage, high level of service standards, business acumen and a commitment to build highly effective teams in order to maintain the creativity and service levels expected of a luxury resort.

Essential Duties:

Operations:

- Maintains floor presence and directs colleagues, engaging in all aspects of service during restaurant service hours
- Taking responsibility for the business performance of the restaurant.
- Planning and coordinating menus as necessary for large party dining as well as private dining.
- Performs an accurate monthly inventory as well as random inventories throughout each month, utilizing approved spreadsheets and/or inventory programs.
- Maintains proper inventory levels of wines, other beverages, equipment, glassware and supplies.
- Ensures the appropriate handling, storage, and security of wine, liquor and other beverages.
- Maintains cigar inventory and humidors.
- Provides timely submissions to the Marketing Department for social media outlets.
- Manages Silverware pricing.
- Coordinating the entire operation of the restaurant during scheduled shifts.

Customer Service:

- Meeting and greeting customers and organizing table reservations.
- Approaches all encounters with guests and team members in a friendly, service-oriented manner
- Advising customers on menu and wine choice.
- Engage guests with intelligent conversation regarding their time at the resort and their F&B experiences
- Responding to customer complaints.

Team Management:

- Assists the F&B Manager with the development of each F&B outlet through training programs, regularly scheduled departmental meetings, daily line ups, and coach and counseling sessions.
- Assists in developing quarterly training plans and testing to ensure staff meets the necessary requirements of their role
- Managing staff and providing them with feedback.
- Ensuring that all employees adhere to the company's uniform standards.
- Recruiting, training and motivating staff.
- Assists the restaurant manager with payroll and scheduling of colleagues.
- Hold each colleague accountable to the service standards and take appropriate disciplinary actions as necessary.

Service Standards:

- Maintains and updates service standards as directed by the F&B Director, Ass. F&B Director and F&B Manager .
- Assist the F&B Manager with planning, organizing and executing “member promotions” and specials

Finance & Administration:

- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Support and execute plans for department sales, profit and staff development.

Marginal Duties

- Participates in weekly meetings with F&B management, offering updates on program additions, omissions, and provide forward vision for beverage program.
- Accurately perform administrative tasks as required.

Knowledge, Skills & Ability Requirements

- College experience is an asset but not required.
- Working knowledge of wines, other beverages and their proper service.
- Working knowledge of Point of Sales (POS) systems and operations.
- Working knowledge of health, safety and beverage service regulations.
- Excellent communication and guest relation skills in English.
- The ability to work well with a large group of people in a team environment.
- Must maintain composure and objectivity under pressure.
- Ability to work a flexible schedule including nights, days, weekends and holidays.

Physical Demands

Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more without assistance. The employee must have normal vision (corrected), hearing and verbal communication.

Environmental Conditions

Duties are typically performed in an indoor setting; however duties may be assigned periodically which take place out of doors and in the elements.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned