



FOOD AND BEVERAGE MANAGER

SUMMARY:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

DUTIES AND RESPONSIBILITIES:

In the absence of a Host person the following duties are performed:

- Coordinates activities of dining room staff; monitors efficiency of workflow and service to guests.
- Coordinates server sections and proper set up of dining floor.
- Answers phone in a courteous and professional manner; schedules dining reservations.
- Meets and greets guests promptly, courteously, and graciously, addressing guests by name whenever possible.
- Reviews menus to make sure free of stains/blemishes.
- Escorts guests to tables and provides menus.
- Maintains wait list, as appropriate; informs guests of approximate wait time and where they can wait for a table; informs guests when their table is prepared.
- Prints daily Reports and Gazette for staff.
- Holds daily pre-shift to go over any menu changes/additions, VIP's, projected covers.
- Prints menus and updates Micros as needed.
- Manages guest complaints and dissatisfaction in a prompt and professional manner by resolving guest complaints to satisfaction of guest.
- Anticipates guests' needs by constantly scanning the room.
- Responds properly in any dining room emergency or safety situation.
- Monitors dining room serving stations for neatness and cleanliness.
- Inspects menus and lists to ensure their condition and appearance.
- Performs other duties as assigned by manager.
- Expedites food orders; monitors quality and presentation of dishes being served to guests.
- Supports staff as need: receives guest orders, supports kitchen, etc.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by supervisor.

SUPERVISORY RESPONSIBILITIES

- Assist with training, supervising, motivating, and developing restaurant staff; manages schedules and workflow. Control costs.
- Provides day-to-day guidance and oversight of subordinates; actively works to promote and recognize performance.
- Keeps up to date on overall activities of the team, identifying problem areas and taking corrective actions.
- Ensures staff completes opening/closing side work.

- Resolves guest issues.
- Liaison between staff, kitchen & guests.
- Ensure proper pool & room service when required.
- Meet and exceed guest expectations.

QUALIFICATIONS:

- Two years' experience in restaurant industry or equivalent.
- Familiar with Open Table & Micros
- Strong organizational skills; able to multitask
- Commitment to excellence and high standards.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Good judgement with the ability to make timely and sound decisions
- Passion, enthusiasm, focus, creativity, and a positive outlook.
- Professional appearance and demeanor
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

EDUCATION

- High school diploma or equal to a GED.

PHYSICAL DEMANDS:

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

- Must be able to lift 50 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Food Handler Certificate
- Valid California Driver License is required.