

Sunrise Company Job Description

Job Title: Food & Beverage Manager
Department: Toscana Country Club, Food and Beverage
Reports To: General Manager
FLSA Status: Exempt
Prepared By: General Manager/Human Resources
Prepared Date: 06/18/2019

SUMMARY

Responsible for all front-of-house (FOH) food and beverage service for the club. Directly supervise Catering/Events Manager and Dining Room Managers. Plan and implement budgets, hire, terminate, train, and supervise subordinates and apply relevant marketing principles to assure that the needs and expectations of club members and guests are consistently exceeded.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Develops FOH operating budget for each of the department's outlets. After approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.

Assures that effective orientation and training for new FOH staff and professional development activities for experienced FOH staff are planned and implemented.

Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.

Assures that all standard operating procedures for revenue and FOH cost control are in place and consistently utilized.

Works closely with Executive Chef who has overall responsibility for kitchens (back-of-house) and all matters that pertain to food.

Helps plan and approves external and internal marketing and sales promotion activities for the department.

Helps plan and approve the organizational chart, staffing and scheduling procedures and job description/specifications for all department FOH staff.

Manages long-range FOH staffing needs of the department.

Ensures that legal requirements are met for federal, state, and local laws.

Researches new products and develops an analysis of cost/profit benefits.

Provides FOH Food & Beverage personnel documentation to Human Resources.

Develops and implements policies and procedures for FOH service department.

Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases.

Greets members and guests and oversees actual service on a routine, random basis.

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Maintains and produces all monthly reports and abstracts.

Helps develop wine lists and bottle/by the glass wine sales promotion programs; updates electronic wine tablets.

Has extensive knowledge and understanding of wine.

Develops on-going professional development and training programs for service and bar production/service personnel.

Ensures correct handling procedures to minimize china and glassware breakage.

Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.

Develops interesting ways of promoting club functions in the dining room, casual restaurants, lounge and other outlets.

Serves as a member of the club safety committee.

Assists in planning and implementing procedures for special club events and banquet functions.

Maintains appearance, upkeep and cleanliness of all FOH food and beverage equipment and facilities.

Monitors FOH employee dress codes according to policies and procedures.

Approves/reviews all FOH invoices before submitting them to the accounting department and payroll.

Responsible for the proper accounting and reconciliation of the point of sale systems and member revenues.

Ensures that an accurate reservations system is in place, and properly implemented and administered.

Audits and approves payroll sheets.

Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Manages subordinate supervisors who supervise FOH employees in Catering, Casual Restaurant, Dining Room, Locker Rooms, Coffee Shop, and Snack Shop. Responsible for the overall FOH direction, coordination, and evaluation of these departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training FOH employees; planning, assigning, and directing FOH work; appraising performance; disciplining FOH employees; addressing complaints and resolving problems.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) in either culinary or hospitality field or a minimum of 7-10 years' experience in all aspects of fine dining and food and beverage management, preferably in a country club or (golf course environment,) or major luxury resort. This position will report to the General Manager.

Must also be proficient in all Microsoft applications; and Jonas software experience is an added advantage.

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Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to apply common sense 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 The following is required per company policy:

Social Security Card

Employment Eligibility Verification Documents

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and use hands to finger, handle, or feel. The employee is occasionally required to walk, sit, reach with hands and arms, and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Please fill out the employment application on the toscanacc.com website – under employment – and send the completed application and resume to Kirstin Fossey: kfossey@toscanacc.com.