

Position: Food & Beverage (F&B) Manager	Department: Food & Beverage	Supervisor: General Manager	
Job Titles Supervised: Bus Person, Host/Hostess, Restaurant Server, Banquet Captain, Banquet Server, Bartender	Date: June 30, 2022	FLSA: Salaried Exempt	Benefits: Home Office/ Management

Overview:

The F&B Manager is responsible for safely and efficiently managing all food and beverage outlets in a manner that will provide high quality products and first-class service. This person is also responsible for ensuring that health and safety standards are always maintained per state and federal regulations. This position provides training, support and resources to the restaurant and banquet staff and closely coordinates and communicates with the Executive Chef on anticipated volumes, scheduled events, and menus.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. This employee must be able to exercise good judgment and discretion, display effective problem-solving skills, and provide excellent customer service. Additionally, this person must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

To apply for this position, you must be legally authorized to work in the United States. Upon hire, you must complete the I-9 form no later than your first day of employment. A background check will be conducted as a condition of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace, and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course daily.

Essential Functions of the Job:

- *Ability to work a flexible schedule to meet hotel needs (i.e. nights, weekends, holidays)*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- *Reporting to work on time and ready to begin your shift (being tardy places an unfair burden on the team)*
- *Working safely is a condition of employment. All employees must follow the safety policies and procedures and immediately report injuries to their manager or manager on duty*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- Be polite, courteous, and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- Comply with guest privacy standards
- Immediately report to your supervisor or the MOD all injuries occurring while on duty, *no matter how minor*. Fraud, dishonesty, and false statements regarding an injury will result in disciplinary action up to and including termination.
- Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- Arrive to work on time (follow call-out policy), in appropriate work attire (uniform, footwear and name tag) and neat in appearance
- Complete work in a timely manner and meet productivity standards/expectations
- Keep work area clean, neat, and well organized
- Demonstrate a team behavior and attitude of working together to accomplish tasks (even if outside specific job duties)

Job Duties and Responsibilities:

- Supervise restaurant, meeting/catering facilities, lounge, and all other applicable outlets.
- Develop programs, menus, promotions, and advertising to enhance sales, increase revenues, and drive guests to restaurant/outlets.
- Communicate with the Sales Department to facilitate effective and professional delivery of all meetings/banquet contracts.
- Support all F&B employees. Must be able to perform responsibilities of all positions should unexpected volume or training be required.
- Prepare work schedules in accordance with forecasts, staffing guidelines, and labor productivity goals.
- Anticipate and recommend capital expenditures.
- Assure all beverage servers are properly trained in local and state beverage service laws and comply with Olympia Hotel Management's beverage service policies and procedures.
- Responsible for financial performance and driving guest satisfaction identified by Olympia Hotel Management.
- Enforce hotel's cash handling policies and procedures.
- Coordinate restaurant supply purchases. Monitor and maintain inventory of supplies to prevent shortages.
- Participate in month-end inventory.
- Participate in the daily operation of the restaurant.
- Personally receive guest feedback on overall restaurant experience.
- Maintain high standards of cleanliness and décor at all times.
- Assist GM and Kitchen Management by controlling costs i.e., limit waste, breakage, theft and minimize comps, conduct price shopping, and labor management.

Safety Responsibilities

- Prior to employees commencing their job duties, provide department/position specific safety orientation and safety training for any employees who are new to your department or are assuming new duties. Provide ongoing safety training as needed or required. For example:
 - If responsible for Kitchen or Food & Beverage staff, ensure that any hotel employees that will use a knife to prepare food (servers, bartenders, etc.) are properly trained in safe knife use.
 - If responsible for hotel van drivers, ensure they have completed the proper safe van driving training.
 - If responsible for Maintenance or Housekeeping staff, ensure they are familiar with OSHA workplace safety standards as they pertain to the hotel, safe lifting, use of ladders, use of chemicals.
- Promote the company Safety Policies and Procedures; participate in Safety Committee meetings; and take appropriate action to remedy safety concerns.

Manager Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner (ability to effectively problem solve)
- Effectively coach, motivate, lead, and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Keep timely & accurate documentation via performance log, attendance record, and corrective action form. **All managers must partner with GM/HR on terminations.**
- Schedule staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Interview, select, train, and orient employees per OHM's process and procedures
- Set and adjust the rates of pay and status for direct reports (i.e., full-time, part-time, etc.)
- Ensure that payroll standards are being met (verify compliance with PTO and holiday pay policy)
- Review daily time & attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Review and maintain timely and accurate "status" of employees for benefit plans (i.e., full-time, part-time, and terminations)
- Train team how to punch in/out and transfer departments (holds employees accountable)
- Aggressively manage workers' compensation claims (partners with GM/HR, as needed)
- Use meetings, memos, or bulletins to keep staff informed of hotel events, policies, etc.
- Attend and participate in department manager meetings to foster open lines of communication

- Participate in the annual budgeting process and effectively manage department expenses in line with the budget
- Assume managerial responsibilities for the hotel in the absence of the GM (must be knowledgeable of emergency procedures)

Skills Required

Core Skills:

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others; earn and maintain trust and respect
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Judgment & Discretion** – appropriately handle confidential and sensitive information
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands. (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – proficiency in computer technology, i.e., e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency
- ✓ **Training** – ability to share knowledge and act as a resource in teaching others to perform tasks efficiently and safely

Technical Skills:

- ✓ Purchasing – knowledge of projecting for and ordering supplies and anticipating capital expenditures
- ✓ Legal Compliance – Trained in local and state beverage service laws
- ✓ High aptitude with numbers and able to efficiently use a calculator
- ✓ Microsoft Excel, keyboarding, and office skills

Experience/Education:

A minimum of 5 years' related work experience required. Management or previous supervisory experience preferred. Serve-Safe Certification preferred.

Performance Measurement:

Ongoing feedback from supervisor, attendance, productivity, feedback from others

Physical Demands:

Work is performed in a hotel environment. This position is physically demanding as it requires extended periods of walking, standing, bending, and lifting to 50 pounds. Moderate computer keying using both hands and viewing material on a computer screen. Requires flexible working hours including nights and weekends; extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Reasonable accommodations may be made to eligible employees to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description. I have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date