



# The Cove

ELEUTHERA, BAHAMAS

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## FOOD & BEVERAGE MANAGER

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**Department:** Food & Beverage

**Supervision Exercised:** Bar, Restaurants, Room Service, Beach and Pool attendants

**Supervision Received:** Resort Manager

**Responsibility & Authority:**

1. Maintain a high level of guest service at all times in all guest services areas
2. Uphold the resort commitment to hospitality
3. Work closely with all departments to ensure guest service levels are being met

**Basic Function:**

In charge of all Food and Beverage areas being: Freedom Restaurant, Freedom Bar, The Cove beach and swimming pool areas, Butler service, Rooms Service and Banqueting events. This position requires the incumbency to spend at least 85% of its time in the operation of the Resort in order to manage the service experience. The position is involved with the profitable yield management of each outlet in terms of profit centers.

**Work performed:**

1. Oversee the smooth running of the Food & Beverage department on a day to day basis to achieve high levels of Guest Satisfaction and to ensure maximum operational efficiency is maintained
2. Be visible and coordinate with the F&B Managers and Supervisors the service delivery.
3. Promote with the Restaurant and Bar Managers a pleasant dining experience in all F&B areas.
4. Maintain guest satisfaction by handling inquiries, concerns or comments and providing solutions; acquiring feedback from guests and co-workers in order to ensure satisfaction and/or implement service improvement ideas, developing new concepts aimed to ensure customer gratification and repeat business.
5. Observe all procedures related to Resort food & beverage operations, act accordingly where required; ensure team is trained and follows standard procedures.
6. Co-operate with the Executive Chef on food presentation standards.
7. Follow up on the consistency of service by being aware of and prepared for all course of events, large parties and reservations that may affect food and beverage service operations.
8. Assign and distribute daily tasks to respective section heads: Restaurants Managers and Supervisors, Bar Manager and Beach Attendants Supervisor.
9. Consistently update the Food & Beverage team to ensure maximum efficiency is maintained by providing information on the Resort's activities.
10. Observe all procedures influencing the quality of wine and other beverages, e.g. handling, storing and serving in the whole Resort, and puts recommendations forward where appropriate conducting and participating in trainings and development of team.
11. Conduct team grooming and presentation inspection according to the SOP manual to ensure The Cove image and good name are well represented.
12. Co-ordinate and supervise weddings/group/banqueting and special requests.
13. Conduct and/or supervise monthly beverage inventories and china, glass and silverware inventories.



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14. Manage staffing to optimize productivity whilst ensuring guest service is not compromised.
15. Maintain a smooth system of communication towards all departments of the Resort.
16. Meet and greet guests dining at Restaurants and/or when required by the Management.
17. Monitor daily arrivals ensuring all Food & Beverage requests are carried out wherever possible and all realistic expectations are met.
18. Anticipate guests' needs: be proactive rather than reactive towards guests' expectations.
19. Promote and maintain regular guests' relations with attention to their Food & Beverage requirements, attend to enquiries, requests and complaints making sure a colleague Manager follows-up on guests' needs in your absence.
20. Deal with complaints pertaining Food & Beverage areas: be able to discern major complaints which must be handed over and dealt with by the Resort Manager.
21. Attend any event organized by the Resort in order to entertain guests.
22. Ensure the team is groomed according to the Resort's grooming standards. Ensure team is reprimanded and disciplinary action is taken whenever said standards are not strictly followed.
23. Prepare the annual Food & Beverage training plan alongside a background of carefully identified training needs.
24. Responsible for planning and implementing all training activities in accordance with own departmental training plan, the Resort SOP (Standard Operating Procedures) manual and the Company Policies & Procedures ensuring that up to date training records are maintained at all times.
25. Personally conduct part of the technical job knowledge training: to pass on your knowledge and experience to your departmental team mates ensuring their consistent development.
26. Complete performance evaluations to immediate reports. Offer suggestions, recommendations and objectives.
27. Interview new Food & Beverage employees and make recommendations justifying preferred candidates.
28. Supervise the orientation and induction of new Food & Beverage employees.
29. Co-responsible for the achievement of The Cove Eleuthera Food & Beverage annual budget.
30. Ensure the sales targets for each Food & Beverage sub-department are achieved.
31. Drive in house Food & Beverage selling and up-selling to the guests.
32. Ensure availability of all listed Food & Beverage produces in all Outlets, to secure selling opportunities.
33. Train and retain teams within all restaurants in order to foster commitment to selling.
34. Undertake sales promotional activities e.g. promoting lunch time trade by advertising to evening guests in Restaurants and Bars. Maximize food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training the team on "up-selling."
35. Ensure the food & beverage cost, operating expenses and payroll are kept to the resort budgeted percentage.
36. Control stocks of materials for daily use in restaurants, bars and kitchens, perishables and non-perishable.
37. Maintain acceptable staffing levels in line with Resort occupancy and budget optimizing productivity whilst ensuring guest service and quality is not compromised.
38. Contribute to the preparation of the annual F&B budget.
39. In charge of the data input onto OnTrack management system in conjunction with the F&B managers.
40. Attend monthly P&L meetings providing comments with regards to the variances.
41. Attend the daily Management morning briefing to discuss the daily operations.



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42. Represent the department at relevant meetings within and outside the Resort.
43. Hold daily 15-minute briefing with all Food & Beverage outlet managers and kitchen Executive Chef/Executive Sous Chef to ensure the smooth running of the Food & Beverage operations.
44. Responsible for organizing monthly and minuted Food & Beverage departmental meeting to review the previous month's results, offer guidelines, discuss evaluations and propose solutions for the following month.
45. Continuously update standards and procedures manuals, department training schedules, job descriptions and selection criteria.
46. Maintain a system of regular team training attendance reporting and absentee tracking.
47. Up-keep of all required records, reports, requisitions and other inter departmental memorandum.
48. Log specific incidents by following the Resort procedure.
49. Undertake relevant administration duties associated with duty rosters, annual leave, stock taking, invoices and personnel.
50. Spot check on food & beverage raw/ready goods and end-products.
51. Ensure the cleanliness for all Food & Beverage areas (including its machines, equipment and tools) is impeccable and immaculate.
52. Ensure Hygiene and Food safety policies, procedures and codes of practice are implemented and oversee the consistent implementation of the same. Record and maintain records of all procedures.
53. Be knowledgeable of emergency procedures.
54. Responsible for maintaining the good condition of the Resort's furnishings and equipment. Ensure that all Food & Beverage department equipment is functioning properly and that related maintenance checks are regularly carried out and duly documented.
55. To perform any other duty and responsibility as assigned by the Food & Beverage Manager and/or the Management.

## **Minimum Requirements:**

Bachelor's degree from four-year College or university; or equivalent related work related experience and/or training. Prior food & beverage management experience and Sommelier preferred. Prefer 3+ years' prior supervisory skills and hotel/resort food and beverage operations experience. Must have strong organizational skills, excellent written and verbal communication skills and be able to perform and prioritize multiple tasks with ease. Computer skills required. Strong guest and team member relations skills. Must maintain current food handler's certification

## **Physical Requirements:**

30% Sitting / 70% Walking, standing and bending / Lifting/Carrying up to 50 lbs. / Hearing and Manual dexterity / Distance vision 1-3 feet / Ability to drive golf cart on occasion as necessary

**I have reviewed and understood this job description**

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Employee Signature

Date

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Name (Please Print)