



RESTAURANT MANAGER

Department: Food & Beverage

Date: Revised January 2014

Level: III

Basic Function: Supervise and administer all Food & Beverage operations for the outlets, assist in the coordination of new ideas in guest service, service training and product enhancement. Supervise employees and administer in accordance with department and resort policies. Perform all functions of Restaurant Manager as necessary

Work Performed:

1. Supervise all outlets to ensure compliance with resort management objectives and the health and safety of all employees and guests
2. Control inventory and order all necessary liquor, beer and wine for outlet operations
3. Perform and supervise all monthly and /or quarterly inventories, including wine, liquor, china, glassware and silverware
4. Maintain and ensure neat and clean wine storage in both Restaurant and Warehouse
5. Support Mii amo Café with beverage items as needed
6. Support Banquets with beverage items as needed
7. Control inventory and order all necessary administrative and grocery items for all outlet operations
8. Control inventory and maintain adequate supplies of all small wares, utensils and equipment for proper operation in all outlets
9. Maintain established service levels to ensure a consistent guest experience at a high quality level
10. Act as an ambassador of Enchantment by speaking positively of the Resort at all times
11. Foster a work environment of teamwork and mutual service by assisting co-workers and other departments as necessary to ensure guest satisfaction
12. Maximize profitability by constantly monitor labor costs, food costs and beverage costs as well as departmental expenses
13. Interview, hire, train and supervise staff
14. Schedule staff for outlets in accordance with business needs and management objectives
15. Conduct performance reviews as necessary for the department
16. Develop incentive programs to enhance profitability within the department
17. Train all service staff in established food and beverage service standards and resort policies
18. Manage staffing levels, scheduling, evaluating and disciplining departmental team members as required
19. Manage employee payroll processes
20. Hold monthly department meetings to review resort events, departmental policies and procedures and maintain high level of moral
21. Train all service staff in established beverage service standards and resort policies
22. Support wine maker dinners and promote other activities related to wine knowledge and service
23. Know all liquor laws and assist in educating staff as necessary
24. Assist in budgeting process for beverage department with Director of Restaurants
25. Control expenses related to department
26. Other duties as assigned

Supervision Exercised: Bartenders, Servers, Server Assistants, In Room Dining Staff, Host/esses, Expeditors, and Pool Bar Staff

Supervision Received: Director of Food & Beverage

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
4. Deal effectively with all departments with regular communication
5. Supervise and manage Food & Beverage staff

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 understand this job description

Employee Signature

Date

Name (Please Print)