

Position: Restaurant / F&B Manager	Department: Food and Beverage	Supervisor: General Manager or Director of Food and Beverage	
Job Titles Supervised: Server, Bus Person, Host/Hostess, Bartender	Date: October 6, 2017	FLSA: Salaried (Exempt)	Benefits: Management/HO FT

Overview:

This position's primary job duties are to oversee the safe and efficient operation of the restaurant and other outlets where applicable (may include Lounge, Room Service, Pool Bar). This manager supervises a staff that consistently provides excellent guest service while promoting profitability for the hotel.

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

Additional Information:

In order 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 within the first 3 days 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 on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *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*
- ***Working Safely*** *is a condition of employment. All employees must follow the safety policies*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. 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
- ✓ Report to your supervisor or the MOD, ***immediately, 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), and in appropriate work attire, (uniform, foot wear and name tag) 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 effectively to accomplish tasks (even if outside specific job duties)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Create promotions and marketing programs to drive guests to the restaurant and/or other outlets as applicable
- Prepare work schedules in accordance with forecasts, staffing guidelines and labor productivity goals
- Enforce of hotel's cash handling policies and procedures
- Coordinate supply purchases. Monitor and maintain inventory of supplies to prevent shortages
- Formalize and maintain SOPs; create and execute training program for department
- Assure all beverage servers are properly trained in local and state beverage service laws and comply with Olympia company beverage service policies and procedures
- Know menu, menu prices, composition of food and beverage menu items; be familiar with all daily specials and with proper plating procedures and promotions
- Maintain food and beverage control (i.e. pre-check machine, portion control, liquor control)
- Participate in month-end inventory as needed
- Participate in the daily operation of the restaurant/outlets, i.e. may perform Server, Host/Hostess or cashier duties as necessary
- Ensure Room Service is provided accurately and promptly. Be sure trays are retrieved daily and callbacks are completed
- Personal commitment to receiving 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, labor management

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. (***Must partner with GM/HR on all 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)
- Promote the company Safety Policies and Procedures; participate in Safety Committee meetings; take appropriate action to remedy safety concerns
- 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)
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others

- ✓ **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:

- ✓ Knowledge and ability to perform all aspects of restaurant service
- ✓ High aptitude in working with numbers and able to efficiently use a calculator

Experience / Education:

Minimum 2 years' of supervisory customer service experience with at least 1 year of full-service dining experience; management experience preferred; high school diploma and/or equivalent work experience

Performance Measurement:

90 Day probationary review, on-going feedback from supervisor, attendance, productivity, feedback from others, employee turnover, accidents/ incidents (Work Safety History), cash over/short. Monthly financial performance including food and payroll costs, inspection results (City, Brand, Account, Safety), and Brand service scores, etc.

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 up 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 enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description, 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, GM, 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** _____