

Position: Director Food & Beverage	Department: Food (Restaurant)	Supervisor: General Manager	
Job Titles Supervised: Restaurant Manager, Restaurant Supervisor, Bus Person, Host/Hostess, Restaurant Server; Banquet Manager, Banquet Captain, Beverage Manager	Date: October 6, 2017	FLSA: Salaried (Exempt)	Benefits: Management/HO FT

Overview:

The Director of Food & Beverage 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. He/She is also responsible for ensuring that health and safety standards are maintained at all times 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, menus etc.

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)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Supervise Restaurant, Meeting/Catering facilities and lounge
- Develop programs, menus, promotions and advertising to enhance sales, increase revenues, and drive guests to restaurant/outlets
- Communicate with Sales Dept. 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 company beverage service policies and procedures
- Responsible for financial performance and GSTS goals as 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 as needed
- Participate in the daily operation of the restaurant
- Ensure Room Service is provided accurately and promptly; be sure trays are retrieved daily and callbacks are completed
- Receive guest feedback on overall restaurant experience personally
- 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)

