

Position: Food and Beverage Manager
Department: Food and Beverage
Reports To: Food and Beverage Director
FLSA: Exempt Salaried

Summary

Manages all food and beverage services for the facility, to include services in support of banquets, meetings, bars and concessions. Ensures food and beverage service operates efficiently and consistently within WCC quality standards. Oversees the presentation and service of food and beverage products to ensure the highest quality at all times.

Essential Duties and Responsibilities

1. Banquets and Meetings
 - Fulfills appropriate service requirements per each Banquet Event Order (BEO).
 - Coordinates with kitchen staff and other functional areas on the timing and production of service.
 - Manages the break-down activities associated with each event, ensuring event areas and service hallways are clean and orderly.
2. Concessions
 - Fulfills appropriate service requirements per each Concession Event Order (CEO).
 - Manages the full operations of the concession area during an event.
 - Ensures that staff is properly trained for food service.
 - Maintains proper cash handling in accordance with SMG policies.
 - Ensures that transfer sheets are accurate and complete.
3. Bars
 - Manages beverage inventories, order supplies, receives orders and follows appropriate liquor controls to comply with local regulatory requirements.
 - Ensures that each bar operates effectively according to Savor Safe Beverage Program.
 - Maintains proper cash handling in accordance with SMG policies.
4. Administrative
 - Schedules the various types of labor required within fiscal budget per event.
 - Maintains payroll accuracy for regular employees and time sheet accuracy for all other employees.
 - Orders and maintains inventory of linens, uniforms and small ware.
 - Accounts for and reconciles point-of-sale systems and revenues.
 - Ensures the maintenance of a Health Department score of 90 or higher.
 - Hires and trains all Servers, Cashiers, Bartenders, and Captains.
 - Conducts pre-shift meetings with assigned staff to reinforce training, provides updates on procedures and practices, and receives feedback from service personnel.
 - Actively participates in pre-function in-house and client meetings as a



representative of the Food and Beverage department for events.

- Maintains an active role in the local hospitality community and professional associations.

Supervisory Responsibilities

In accordance with SMG's policies and applicable laws, supervises all wait staff, bar staff and concessions staff. Responsibilities include interviewing, hiring, and training employees; planning, scheduling, and assigning work; appraising performance; disciplining employees in conjunction with Human Resources; addressing issues and resolving problems. This position is also responsible for the supervision of all other types of employees staffed for any major events, as well as any interns associated with the F&B Internship program. May act as WCC "Manager on Duty" during events as needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associates degree in Hospitality Management or related field. Experience equivalency considered in lieu of degree requirements.
- Minimum three years of food service management experience in restaurant, hotel, country club or another similar environment.
- Demonstrated knowledge of banquet services and operations.

Skills and Abilities

- Strong orientation to excellent customer service and hospitality.
- Attention to detail and consistency in every aspect of service.
- Advanced oral and written communication skills.
- Ability to oversee multiple events and effectively manage each one.
- Excellent organizational, planning and interpersonal skills.
- Ability to manage financial information and meet budget goals.
- Ability to maintain Serve-Safe certification.
- Design skills to develop creative buffet, product and display presentations.
- Ability to function effectively in a fast-paced, team-oriented environment.
- Ability to respond quickly and resourcefully to internal and external issues.
- Ability to remain flexible and adopt to unforeseen problems and concerns.

Computer Skills

- Proficiency with Microsoft Office Products, to include Word, Publisher and Excel.

Other Qualifications

- Must be able to work irregular hours, including weekends and evenings, as dictated by event schedules. Frequent long hours may be required.



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility with substantial walking required; to stand for long hours during events; to stoop, lift up to 25 pounds, and move equipment such as chairs, tables and kitchen equipment. This position may be exposed to outside elements.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000450936406#/>

SMG/The Wilmington Convention Center is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. We are a VEVRAA Federal Contractor. Applicants who need reasonable accommodations to complete the application process may contact (910) 386-4343 for further assistance.