

## Food & Beverage Manager

Fox Harb'r Resort is seeking a passionate Food & Beverage professional for the role of, Food & Beverage Manager. We're seeking an individual who has a strong desire to be part of an exceptional work experience at a 5 Star 4 Diamond Resort in the rural setting of Wallace, Nova Scotia. This opportunity, to continue to develop and grow our unique and guest service driven brand and to be a part of and help build a professional and inspired team to meet and exceed all our guests' expectations, will provide an outstanding opportunity for a motivated professional.

### **Position:**

This position plays a key role within the F&B operation at Fox Harb'r. To maximize guest satisfaction and hotel profitability by ensuring that food & beverage services, Outlets and Banqueting operations are functioning in the most optimal manner possible. This includes supporting and supervising Food & Beverage front of house staff, while maintaining an organized internal operation.

**Status:** Full time hours; 10 month term annually.

**Reports to:** Executive Chef Food & Beverage Director

**Direct Reports:** Outlets Manager; Banquet Captain AM; Banquet Captain PM and Banquet Housepersons.

### **Responsibilities:**

- Plans and direct the Resort's food and beverage operations ensuring the balance between delivering excellent guest service, maximizing profitability and supporting the development of all colleagues to their highest potential.
- Show a strong floor presence and visibility
- Operates as the leader for the front of house service team in Outlets and Banquet Operations, providing direction and coaching to managers and supervisors alike.
- Continually demonstrates/role models exceptional guest service standards and supports the front of house service teams at all times through training and encouragement.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Develops specific goals and plans to prioritize, organize, and accomplish work.
- Monitors and maintains the productivity level of employees.
- Maintains the operating budget and verifies that standards and legal obligations are followed.
- Assists supervisors in understanding team members ever changing needs and expectations, and how to exceed them.
- Celebrates and fosters decisions that result in successes as well as failures.
- Communicates areas that need attention to staff and follows up to verify understanding.
- Stays readily available/ approachable for all team members.
- Effectively monitors compliance of all F&B Policies, Standards and Procedures.
- Maximizes guest satisfaction and Resort profitability by ensuring that Food & Beverage services in Outlets and Banquet operations are functioning at an optimal level of effectiveness and efficiency.
- Improve and maintain service-related internal administration systems to further benefit the department.
- Assist in identifying ways and means to increase Food and Beverage revenues in all Outlets and Banqueting Operations.
- Participates in the development and accuracy of monthly, quarterly and annual financial outlooks for the Food & Beverage Outlets and Banqueting Operations.
- Submits capital and operating purchase proposals to Executive Chef and F&B Director for discussion.

- Monitors guest feedback platforms and provide appropriate feedback and suggestions to Supervisors for both improvement and acknowledgement of positive comments.
- Ensures full compliance to Resort operating controls and seek innovative ways to improve performance on a regular basis.
- Reviews for accuracy and effectiveness and efficiency the Outlet schedules and creates the Banqueting schedules.
- Assures the cleanliness and orderliness of the Outlets and Banquet Operation premises by all staff.
- Assist in inventory management, including ordering and monthly inventory counts.
- Implement and continuously conducts staff training to improve service levels within the Outlets and Banqueting Operations.
- Communicates continuously with all stakeholders involved in the success of the Outlet and Banqueting Operations by ensuring regular, effective communication with all food & beverage colleagues through daily shift briefings, individual departmental communication meetings, BEO meetings etc.
- Be involved and attentive to special events through the consistent review of all Banquet Event Orders.
- Attend daily BEO meetings as appropriate with a special emphasis on the weekly review meetings.
- Attends meetings and provide creative and operationally focus suggestions to Catering & Conference Services Managers as they time to time request, as they work with clients to create exceptional events.
- Reviews Outlet Reservations daily with Outlets Manager and/or supervisors to ensure proper staffing, review of special requests and identify any issues or concerns with Executive Chef and F&B Director.
- Work with Executive Chef and F&B Director to develop menus, wine lists, promotions, specifications and standards for all food and beverage operations.
- Be actively involvement in the recruitment process for all food & beverage positions to ensure the hiring of the very best candidates.
- Performs other duties, as assigned, to meet business needs.

### **Qualifications and Characteristics of an ideal candidate:**

- Minimum 5 years' experience in a supervisory role.
- Ability to prioritize, organize and complete work assignments.
- Ability to create strong, new, cohesive teams, quickly so to start the season off in the right direction.
- Excellent interpersonal skills and a team player attitude.
- Innovative, creative and willing to take risks.
- Results-oriented with the ability to be flexible and work well under pressure.
- Strong large (+500 guests) volume banquet experience.
- Experience with the set up/opening of a new banqueting operation, an asset.
- Ability to problem solve, motivate staff and exude excellent guest service practice at all times.
- Ability to work efficiently in fast paced environment and handle stress effectively.
- A training competency and passion.
- Outstanding communication skills.
- Competency in Word, Excel, and other Microsoft interfaces.
- Strong bar background, with knowledge of cocktail theory, wine and spirits.
- Knowledge of classic service styles and Event/Banquet service essential.
- Knowledge of costing, pricing, and menu construction an asset; as well as awareness of current industry trends an asset.

### **Special Requirements:**

- Ability to meet the physical requirements of the job including remaining calm and focused through, at times, stressful and long hours.
- An ability to split attention for time on the floor, to ensure coverage at optimal times of service in a face paced environment while too completing many administrative and leadership tasks.