



## Food & Beverage Service Manager

**Department:** **Job Status:** Full Time  
**FLSA Status:** Exempt **Reports To:** President or designate  
**Amount of Travel Required:** minimal  
**Positions Supervised:** Food & Beverage Personnel  
**Work Schedule:** Varies, frequent evening, weekends, and occasional holidays required.

### POSITION SUMMARY

The Food & Beverage Service Manager will oversee all planning and operations of food and beverage services at the Clay Center. These services include managing the Center's restaurant 'Bistro' and coordination/monitoring of external caterers and food providers. The Manager will be responsible for all aspects of the 'bistro' and the services it provides which include staffing, scheduling, inventory, reporting, financial, etc. The Food & Beverage Service Manager will report to the President or designate.

### ESSENTIAL FUNCTIONS

- Oversee daily operations of the Center's 'bistro.' This includes ordering, stocking, and monitoring sales.
- Manage all external caterers serving food and beverages for various public and private events. Monitor quality and service provided by caterers during events.
- Hire, train, schedule and supervise service and food preparation staff.
- Schedule appropriate and cost-effective number of staff based on expected and historical attendance trends.
- Provide exemplary customer service and develop plans for regular training and evaluation of staff interactions with the public.
- Maintain up to date knowledge of all applicable state and local liquor laws and regulations and ensure that the Center is in **compliance**.
- Provide creative food offering for various audiences attending the Center withing the 'bistro' and other locations in the facility.
- Prepare annual budget for 'bistro' and provide accurate and daily tracking of all attendance and financial activities.
- Coordinate scheduling of events with various teams within the Center.
- Develop and maintain a clear and rigorous inventory system with weekly and monthly reports.
- Maintain relationship with key food and beverage partners, vendors & suppliers.
- Maintain Food Service Manager training certification from Department of Health as required by law and ensure training in this area for appropriate staff.

### POSITION QUALIFICATIONS

## Competency Statement(s)

- Goal Oriented - Ability to focus on a goal and obtain a pre-determined result.
- Presentation Skills - Ability to effectively present information publicly.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Project Management - Ability to organize and direct a project to completion.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.

## SKILLS & ABILITIES

**Education:** University or college degree preferred or equivalent experience.

**Experience:** A minimum of 3-5 years management experience in a hospitality property such as restaurant, hotel or convention center.

**Computer Skills:** Familiarity with Microsoft Office tools (Excel, Outlook, etc.) and comfortable learning new technology systems including Point of Sale systems.

## PHYSICAL DEMANDS

- N (Not Applicable) Activity is not applicable to this position.  
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

### Physical Demands

		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	O
Grasp	O	Over 100 lbs	N
Reach Outward	O		
Reach Above Shoulder	O		
Speak	O	Push/Pull	
Climb	O	12 lbs or less	O
Crawl	O	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	O
Bend	O	41-100 lbs	N

**WORK ENVIRONMENT**  
**INDOORS-CLIMATE CONTROLLED**

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.