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JOB DESCRIPTION

POSITION: ASSISTANT FOOD & BEVERAGE MANAGER

STATUS: Full-time / Exempt

REPORT TO: Bayfront Convention Center Food & Beverage Manager

SUPERVISES: Part-time Food & Beverage Staff

FACILITIES: Bayfront Convention Center

CLOSING DATE: July 4th, 2019

SUMMARY: Assistant Food & Beverage Manager will assist the Food & Beverage Manager in all aspects of catering, snack, vending, bar and concessions operations, including off-site caterings and the Anchor Plaza

QUALIFICATIONS: Bachelor's degree in Food Service Management or equivalent related work experience. Previous management experience preferred in various aspects of Food & Beverage operations with an emphasis in catering, bar, concessions and banquets. Ability to follow directions with minimum instructions and work independently to make aesthetic judgments relating to food and beverage setup and point of sale. Computer experience is preferred with an emphasis on Microsoft Office applications. Must be able to walk the entire facility and campus. Occasional lifting of heavy weight up to 50 pounds. Occasional travel is required. Must have good communication skills and be able to read and write in English. Must have flexible schedule and ability to work evenings, weekends and holidays.

SALARY RANGE: \$35,000 - \$45,000 + Benefits Package



ASSISTANT FOOD & BEVERAGE MANAGER - JOB DESCRIPTION DETAIL

- Assists in managing the operation of catering, bar, concession, off-site caterings and the Anchor Plaza.
- Ensure that the staff is properly trained. Work with Food & Beverage Manager to modify training program as needed.
- Ensure the success of events by arranging staffing, verifying room setup and reviewing event change orders.
- Works to resolve client's needs.
- Assists in preparing work schedules in accordance with staffing guidelines and labor forecasts, adjusting schedules throughout the week to meet the business demands.
- Inspect table set-ups; check for cleanliness, neatness and agreement with group requirements and departmental standards; rectify deficiencies with respective personnel.
- Greet event contact upon arrival at function and assist in seating as required by group in accordance with departmental standards. Check for guest satisfaction regularly throughout the event.
- Assists in managing and training the Banquet Captains, Servers and Bartenders.
- Check function rooms to ensure that all set-ups are in accordance with the event order.
- Delegate responsibilities to employees and supervise that all tasks are completed correctly and on time.
- Ensure all activities in the Banquet area are in compliance with the local laws including Health & Fire regulations, OSHA, PA Liquor Control Board, Fire Inspector, OSHA and Pennsylvania Liquor Control Board.
- Anticipate guests' needs and responding appropriately with a sense of urgency.
- Work as a team while assisting all guests' and employees' needs and inquiries.
- Effectively communicate with management, chefs and culinary staff in order to fulfill and address any issues or needs requested by guests and/or other employees.
- Follow all procedures and policies set forth by the ECCCA Authority and BCC.
- Retain complete knowledge of and comply with all departmental policies, procedures and standards.
- Maintain complete knowledge of correct maintenance and use of equipment.
- Be familiar with all BCC services/features and local attractions/activities to respond to guest inquiries accurately.
- Acknowledges guest complaints or concerns and works with management to ensure guest satisfaction.
- Assists Food & Beverage Manager in monitoring and maintaining cleanliness, sanitation and organization of assigned work areas.
- Maintain complete knowledge of service requirements for each scheduled function.
- Become very knowledgeable about menu selections, major ingredients, appearance, texture, quality standards, garnish and method of presentation and must be able to train staff as necessary
- Check storage areas for proper supplies, organization and cleanliness.

- Assists in maintaining an accurate inventory of all Food and Beverage equipment, china, glass, silver, linen, etc.
- In the absence of the Food & Beverage Manager, orders and maintains beer, liquor and wine supplies on an as needed basis.
- Ensure staff report to work as scheduled, documenting late or absent employees.
- Conduct pre-function meeting with servers and bartenders and review all information pertinent to set-up and service of group.
- Inspect grooming and attire of staff; rectify any deficiencies.
- Ensure replenishment of items as specified on event orders and requested by group contact.
- Direct Servers and Bartenders of service throughout function.
- Communicate additional meal requirements and special requests to the Kitchen.
- Constantly monitor staff performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards; rectify any deficiencies with respective personnel.
- Assist Banquet staff with their job functions to ensure optimum service to guests.
- Ensure that unused food is returned to the Kitchen, that designated condiments are broken down and properly stored (butters, cream, dressings, etc.) and that all Banquet supplies are returned to designated storage areas.
- Ensure all closing duties for staff are completed before staff sign out.
- Provide feedback to staff on their performance, handling disciplinary problems and course of action
- Ensures the completion of the Manager on Duty/ Captain's Reports for all functions and delivers to the Administrative Assistant in a timely manner.
- Ensures adherence to BCC cash handling policies and procedures.
- Other related duties as necessary.
- Attends all meetings as required by Management.
- Regularly act as the Manager on Duty.

**Erie Events is an Equal Employment Opportunity Employer:
Minority/Female/Disability/Protected Veteran**