



Get Up and Go!

POSITION: **Food & Beverage Manager**
STATUS: Full-time / Exempt
REPORTS TO: General Manager of the Bayfront Convention Center
SUPERVISES: Assistant Food & Beverage Manager, Full and Part-time Food & Beverage Staff
FACILITIES: Bayfront Convention Center
CLOSING DATE: October 22, 2021

POSITION SUMMARY: The Food & Beverage Manager is responsible for all food and beverage service, bar service and concessions at the Bayfront Convention Center. On occasion, this position may provide service off-site.

QUALIFICATIONS: Bachelor's degree or equivalent experience is preferred. Three years of management experience in various aspects of Food & Beverage operations with an emphasis in catering, bar, concessions and large-scale banquets. Ability to lead with minimum instructions and work independently to make aesthetic judgments relating to food and beverage setup, presentation and point of sale. Ability to lead the food service team by establishing standardized procedures along with the ability to improve or implement best-practice procedures where necessary. Computer experience is preferred with an emphasis on Microsoft Office applications. Must be able to walk the entire facility and campus and remain on your feet for extended periods of time. Occasional lifting of heavy weight up to 50 pounds. Occasional travel is required. Must have excellent communication skills and be able to read and write in English. Must have flexible schedule and ability to work evenings, weekends and holidays.

SALARY: \$55,000- \$65,000 annual salary plus benefits.



FOOD AND BEVERAGE MANAGER - JOB DESCRIPTION DETAIL

- Manage the food and beverage service operation, bar and concession sales.
- Evaluate and establish standard operating procedures for all food and beverage service areas.
- Ensure that the food & beverage staff is properly trained and that training is continuous and documented.
- Ensure the success of events by arranging staffing, verifying room setup and reviewing event change orders.
- Works to resolve client's needs during events.
- Prepare and/or approve 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 guests upon arrival at function and assist in seating as required by group in accordance with departmental standards.
- Manage and train Assistant Food and Beverage Manager, 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.
- Responsible for the development and implementation of an Alcohol Awareness Program.
- 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 Erie County Convention Center Authority and Bayfront Convention Center.
- 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 Bayfront Convention Center 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.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Maintain complete knowledge of service requirements for each scheduled function.

- Detailed menu selections, major ingredients, appearance, texture, quality standards, garnish and method of presentation.
- Check storage areas for proper supplies, organization and cleanliness.
- Assists in the development and maintains Food & Beverage departmental budget in accordance with overall budgeting system and in compliance with Bayfront Convention Center finance policies and procedures.
- Responsible for maintaining an accurate inventory of all Food and Beverage equipment, china, glass, silver, linen, etc.
- Assists the Executive Chef in developing innovative product presentations, promotions and menus to maximize Food & Beverage revenue.
- Responsible for ensuring all predetermined product and labor costs are monitored and achieved
- Reviews all invoices and purchase orders for the Food & Beverage Service Department.
- Orders and picks up 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, in accordance with company policy.
- Check buffet tables/receptions/coffee breaks for cleanliness, attractiveness, layout. Ensure agreement with function order and departmental standards.
- 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 culinary team.
- 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.
- Perform annual reviews on all staff in accordance with ECCCA policy.
- 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 counsel employees according to Authority standards.
- Serve as Manager on Duty as assigned.
- Ensures adherence to BCC cash handling policies and procedures.
- Responsible for the cash balance in the Food and Beverage Safe (F&B Supervisor's office). Attends all meetings as required by Management.

- Communicate with our other facilities to ensure that all building's staffing and supply needs are being met.
- Other duties as assigned.

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