



Get Up and Go!

## JOB DESCRIPTION

POSITION: **FOOD & BEVERAGE SUPERVISOR**

REPORTS TO: Food & Beverage Manager

STATUS: Full-time / Non-Exempt

FACILITY: Bayfront Convention Center

**POSITION SUMMARY:** The full-time Food & Beverage Supervisor directly supervises events at the Bayfront Convention Center. This includes the planning, set-up, execution and tear down of all events. The Food & Beverage Supervisor stays in contact with the host (on-site contact) throughout the event to ensure the highest guest satisfaction possible. All duties are to be performed in accordance with Pennsylvania State laws and regulations, as well as Bayfront Convention Center policies, practices and procedures. The full-time Food & Beverage Supervisor will be responsible for all Food and Beverage operations when Manager and Assistant Manager are not present.

**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:** Guaranteed no less than \$17.00 per hour with a maximum hourly rate of \$40.00 per hour. - *Rate of pay will depend on business volume.*  
+ Comprehensive Benefits Package



## FOOD & BEVERAGE SUPERVISOR JOB DESCRIPTION:

- Prepare delegation for staff assigned to each event. Includes assignments for each portion of the work shift; including set-up, reception, event tear-down and side work.
- Conduct pre-event meetings with the staff at the start of each shift. Inspect uniforms, review assignments, and steps of service for each event.
- Greet host (on-site contact) for assigned event(s) and stay in contact throughout the event(s).
- Work closely with Food & Beverage Managers and Event Coordinator to plan all events.
- Ensure front and back of the house are maintained in a clean and orderly fashion.
- Knowledge of food and beverage menus, major ingredients and preparation methods.
- Prepares Captain's Reports, detailing the function and comments of the Host (on-site contact)
- Promotes and maintains the highest level of customer service to all BCC guests.
- Determines when a guest should not be served additional alcoholic beverages in accordance with BCC policies.
- Uses point of sale system as needed.
- Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or security of all unusual events, circumstances, missing items or alleged thefts.
- Performs other job-related duties as assigned.
- Attends all staff meetings as required by management.
- Implements and maintains ECCCA and BCC policies and procedures.

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