

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Food & Beverage Manager	<b>DATE:</b>	July 2024
<b>DEPARTMENT:</b>	Events	<b>Salary Range:</b>	\$75k - \$85k
<b>WORK SCHEDULE</b>	This full-time regular position works M-F throughout the calendar year. This position works on campus during school days and on days where events are taking place on weekends when scheduled. This position does not offer any hybrid/remote work component.		

### **Job Summary:**

The Food & Beverage Manager (F&BM) is responsible for planning, organizing, and managing scheduled and last-minute food and beverage service at numerous school events as well as managing food and service vendors and vendor relationships where consumables are involved. The F&BM will excel at ensuring a high standard of food and beverage service all events provided at and hosted by the school and provided by catering vendors.

### **Essential Duties & Responsibilities:**

- Working with department heads and administration, the F&BM manages and oversees all aspects of food & beverage service and catering management at targeted events, including but not limited to the following:
  - President's Office: 20+ events ranging from 10 to 50 attendees
  - Office for Advancement: 40+ events ranging from 30 to 600 attendees
  - Principal's Office: 25+ events ranging from 10 to 150 attendees
  - Office for Mission: 50+ events ranging from 10 to 150 attendees
  - Irregularly scheduled or last-minute events as required ranging from 5 to 25 attendees
  - Daily employee lunch program where oversight of vendor is crucial to the success of the program.
    - Managing to a budget, ensuring sufficient lunches are available but that the school is not overspending
- Attending and/or scheduling meetings with host departments for event and catering updates as necessary
- Develop and manage a business plan identifying opportunities to meet budget while delivering exceptional food & vendor services to the school community and its constituents.
- Identifying and developing processes and systems whereby quality consumables are purchased, prepared and served with cost efficiency, ensuring budgets are respected and met.
- Ensuring the delivery of delicious and consistent food quality and ensuring the highest level of food service to event attendees.
- Responsible for ensuring the highest level of vendor service by overseeing the various events.
- Responsible to ensuring a clean and safe environment according to the department of health standards, including ensuring that permits are current.
- Manages dining rooms, and event halls, catering, catering vendors and bars to ensure proper preparation, including set-up of tables, chairs, linens, table settings, glassware, etc.
- Maintains list of catering vendors, including contacts and pricing. Researches new vendors to ensure a comprehensive list of caterers sufficient to perform the various events on campus.
- Hires vendors, manages and signs food and event service vendor contracts.
  - Works with event planner seamlessly ensuring the best possible catering & service

- Responsible for overseeing and managing vendor service and kitchen staff during food service and at events and when necessary, ensuring successful events.
- Conducts pre-shift, pre-meal and/or pre-event meetings with hosting department.
- Conducts post event evaluation and determines performance levels and counsels with vendors and or department staff as appropriate.
- Solicits feedback from attendees to ensure satisfaction and to implement service improvement ideas in developing new concepts to ensure customer satisfaction.
- Make rounds during events to ensure attendees' needs are met and events go as planned.
- Manages food & beverage inventories to ensure health department safety regulations are met.
- Conducts regular food and beverage inventories as well as china, glass and silverware inventories ensuring service is sufficient for scheduled events.
  - Ensuring event catering service is kept separate based on event location e.g. Caruso Hall, President's Office, etc.
- Monitors all food handling to ensure adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies.
- Maintains attendee satisfaction by handling inquiries, concerns or comments and providing solutions.
- Ensure consistency of service consumables, prepared for multiple course events, large parties and irregularities that can affect food and beverage service.
- Ensures a pleasant dining experience in all outlets by collaborating with Executive Chef in the Works with hosting department regarding creation of event menus and development of menu pricing ensuring consistency across events and departments enabling budget being met.
- Communicates and teams well with all departments and staff for events ensuring assigned responsibilities are carried out.

**Additional Duties & Responsibilities:**

- Primary duty is food and beverage management and event monitoring; however, this position may temporarily and unexpectedly need to step in as a Server, Host, Wait Assistant, Bartender, etc. should it be necessary
- Teams with heads of departments to ensure exemplary customer service and adherence to policies and procedures
- Maintains knowledge of similar event styles and industry trends

**Minimum Education, Experience & Other Skills:**

- College degree or equivalent education and experience required
- Minimum of 5 years progressively responsible event management
- Progressive responsibility in food and beverage management for large and small events
- Experience in providing excellent customer service and resolving issues quickly
- Proven ability to work effectively autonomously or as a team
- Ability to make sound decisions in a fast-paced, ever evolving environment
- Ability to communicate professionally and effectively with everyone and in every situation
- Ability to work with all personality types especially in adverse situations
- Ability to quickly assess situations, prioritize, anticipate, and take quick action involving food & beverage service before things go sideways.
- Ability to manage multiple simultaneous events of varying sizes
- Demonstrated commitment to customer service
- Ability to work independently and proactively making sound decisions with the utmost care
- Proficient in computer software including Microsoft Word and Excel
- Solid time management, organization and prioritization skills

**Mental & Physical Requirements:**

- Ability to lift 25 – 50 pounds
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time
- Maintains a professional appearance appropriate to position
- Fine motor skills sufficient to perform the essential functions

*The statements contained herein describe the scope of the responsibilities, essential functions, and specific requirements of this position, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.*

I have received a copy of this job description and believe that I possess the skills and abilities sufficient to be successful in this role. I have been informed that my work performance will be evaluated periodically based upon the above duties and responsibilities. It is my responsibility to request additional assistance, training, or accommodation from my manager in the event I am unable to complete the duties and responsibilities above.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date