

Food & Beverage Manager – Keltic Lodge/Highlands Links Golf Club

Reports To

General Manager

Summary

The Food & Beverage Manager, shall work to ensure Company beliefs, policies, procedures and standards are being followed and adhered to at all outlets throughout the Resort. Responsibilities shall include the protection of Company assets, people, merchandise and facilities, as well as the planning, evaluation and monitoring of operations, merchandise and financial areas within multiple outlets to maximize sales and profitability. The F&B Manager will manage the inventory and shrinkage of multiple facilities. A strong working knowledge, understanding and ability to follow and enforce all Company beliefs, policies and procedures will be critical in the performance of regular job duties. Other responsibilities will include providing coaching and feedback to develop leaders and build the required bench-strength for the business, and maintaining a healthy employee morale level in the restaurants by creating an employee centered environment. The driving focus of this position will be to increase profitability, sales and customer service.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

Job Duties

- Plan, evaluate and monitor operations, merchandise, and financial areas within multiple facilities to maximize sales and profitability through the efficient execution of Company programs and the maintenance of Company standards.
- Manage the inventory and shrinkage of multiple facilities.
- Protect and enhance the GolfNorth Properties Inc. and Keltic Lodge brands.
- Understand, effectively follow and enforce all Company beliefs, policies and procedures.
- Practice and role model our culture.
- Interview, recruit, train and coach management employees and build the required bench-strength for the business.
- Conduct regular meetings with Outlet supervisors to provide feedback, set goals and evaluate performance.
- Work with Head Office, Executive Chef and outlet teams to establish and implement associate training and development strategies.
- Accurately and efficiently maintain assigned records, Company funds and property in accordance with Company policies and procedures.
- Provide counsel and facilitate resolution of external barriers to restaurant performance thus enhancing customer service.
- Evaluate operations standards during regular visits and establish improvement plans.
- Document and communicate progress to all key stakeholders.
- Drive communication between Corporate Office and restaurants.
- Share Best Practices across restaurants to increase performance levels and customer satisfaction.
- Understand and implement appropriate disciplinary action for performance and behavioral situations.
- Evaluate and take action to improve restaurant turnover and increase employee morale by creating an employee centered environment.

Requirements

- High-School Diploma, G.E.D. or equivalent required.
- Post-Secondary Degree or Diploma in Business, Marketing, Culinary Management or Hospitality field preferred.
- Minimum 3 - 5 years in a restaurant management position.
- Excellent communication, interpersonal and presentation skills.
- Proven track record of delivering financial results.
- Experience in all aspects of customer service and people management.
- Demonstrated ability to lead and direct a team.
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques.
- Ability to supervise employees, including organizing, prioritizing, and scheduling work assignments.
- Ability to examine and re-engineer food and beverage operations, form new policies, and develop and implement new strategies.
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required.
- Exceptional conflict resolution, negotiation, and objection handling skills.
- Able to respond quickly in a dynamic and changing environment.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.

- Good training, coaching, and mentoring skills are essential.
- Able to build and maintain lasting relationships with corporate departments, key business partners, and restaurant managers.
- Knowledge of cost analysis, fiscal management, and budgeting techniques.
- Able to effectively communicate both verbally and in writing.
- Ability to coordinate and organize meetings, exhibits, and other events.

Work Conditions

- Ability to attend and conduct presentations
- Ability to lift 50lb required
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- This is a fast-paced, exciting opportunity for a career minded individual. Accommodations may be available on-site.

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If this sounds like you, we invite you to apply. Please outline salary expectations and submit your resume/cv to jobs@golfnorth.ca. Interviews will be conducted in Halifax and Toronto in mid to late January 2018. Thank you to all whom apply, but only those selected for interviews will be contacted.