

## Schedule “A” Job Description Food & Beverage Manager

Reporting to the Director of Food and Beverage, as part of the Facility Management Team, the Chef / Food and Beverage Manager oversees all dining rooms and banquet functions. The primary duties and responsibilities of the Chef / Food and Beverage Manager are as follows:

### Responsibilities:

- Maintain proper daily inventory controls and cost analysis at all times.
- Maintain proper level of all disposable product and other miscellaneous supplies.
- Maintain accurate staff daily attendance record.
- Must be able to oversee the kitchen operation at a glance and pick out glaring issues quickly and efficiently.

### Customer Service

- Ensure excellent customer service.
- Providing help and advice to customers, to up-sell the organization's products or services.
- Communicating courteously with customers by telephone, email and face to face.
- Handling customer complaints or any other crises with diplomacy and professionalism.
- Investigating and solving customers' service problems, and taking appropriate action to rectify.

### Employee Management

- Introduce, execute and maintain all required staff training.
- Implement all work safety policies in coordination with the joint health & safety committee.
- Ensure that all necessary By-laws are adhered to.
- Be vigilant that employees maintain a proper attitude and conform to proper uniform standards.
- Assemble weekly schedules.
- Produce biweekly payroll reports.



## Other Duties

- Ensure that all department equipment is functioning in an efficient, effective and safe manner.
- Communicate and assist with other departments regarding upcoming events.
- Responsible for all food and beverage costs.
- Responsible for department labour cost.
- Recommend marketing strategies to better promote the business.
- Recommend employee promotions and terminations as required.
- Recommend menu changes to the Executive Chef.
- Cost out customized menus at the request of customers
- Effectively communicate and plan with other department heads in a timely manner.
- Attend all required operational meetings.
- Other duties as directed from time to time by the Management

***Requirements: Valid smart serve certification, red seal certificate***

***Job duties and responsibilities may vary across KaneffGolf locations.***

