



Windsor Yacht Club

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Position: Food & Beverage Manager

Accountable to: Director of Operations

Supervision Given: Minimal

Skills Required

- 3 - 5 years minimum food and beverage experience
- Post-secondary education – Hospitality Certification is an asset
- Strong leadership and communication skills
- Computer literate, proven skills in POS systems and reporting
- Superior organizational skills
- Knowledge of proper service etiquette
- Attention to details
- Ability to handle problem situations
- Professional, patience and courtesy
- Strong sales experience
- Supervisory experience
- Smart Serve Certified
- Knowledge of Scheduling Software (such as 7-Shifts)

Job Summary

The Food & Beverage Manager is responsible for planning and managing the Food and Beverage operation within budget margins as outlined by the Board of Directors. To facilitate the delivery of high-quality food and beverages and exceptional customer service in collaboration with the Executive Chef. Also, oversees the Dining & Event Supervisor position to ensure optimal service for Member dining and all events.

Core Competencies:

- Member Focus
- Communication
- Team Work
- Quality Orientation
- Time Management
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgment
- Planning and Organizing
- Accountability and Dependability
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations

Job Duties and Responsibilities

Overall/ General

- Oversee Multiple Events (the planning, organization & execution, budget, negotiations, event contracts, and ensure all financial aspects are handled efficiently to avoid overspending) including but not limited to: Member Dining, Catering, Banquets, Weddings, Showers, and Meetings etc.
- Overall supervision and development of the front of house staff.
- Monitor the Quality and Service of the Food & Beverage department to checking function contracts and work allocation sheets to ensure adequate employees are scheduled or called off for current and upcoming events as well as daily business.
- Ensure that all scheduled employees are present and ready to work and that all staff is on the floor at all times and in the designated areas.
- Ability to prioritize, multi-task and keep up in a fast-paced environment
- Demonstrated track record in achieving set objectives in sales, labour cost & Cost of Sales.
- Awareness of and interest in current culinary trends in the marketplace
- Ensure communication with Membership regarding F&B program is abundant and consistent. As well, advise Director of Operations as to what the Membership would like to happen at their Club including their likes and dislikes, new events or new items.
- Excellent interpersonal and communication experience, both verbal & written
- Excellent time management skills to balance both administrative tasks and floor management
- Oversee daily department operations, and work with Executive Chef, Front of House & facilities staff to improve efficiencies by policing policies and procedures
- Extensive food & beverage knowledge and a passion for service excellence
- Sincere & Genuine interest in providing a superior Member experience
- Ability to professionally address and resolve Member concerns, requests or issues
- Collaborate the Front of House Team to develop and carry-out ideas and procedures to continuously improve all departments
- Coordinate tasks and work with all other departments to ensure that all departments runs efficiently

Staff/ Management/ HR/ Admin

- Complete all hiring, training, monitoring, coaching and reviewing of employees
- Work to ensure that Front of House Staff are being trained and clearly understand their job roles, responsibilities, and performance expectations
- Ensure that service standards are being met by the front of house staff in all food & beverage areas
- Discipline and termination when appropriate
- Create and maintain, train staff and ensure compliance with all SOP's
- Schedule meetings with Director of Operations, Chef and Dining & Event Supervisor
- Schedule team meetings and training sessions for Front of House Staff

Interdisciplinary/Teamwork

- Excellent working relationship with Chef, Culinary Team and Dining & Event Supervisor
- Assign and provide direction to the staff for event supervision

- Leadership to all departments through clear communication, direction and continual improvements to current processes
- Conducts appropriate Inventories
- Completes weekly review of departmental work schedules
- Oversee scheduling of staff to properly service events/functions, while managing labour costs
- Familiarize with Scheduling Software, such as 7-Shifts

Job Specific

- Properly read the F&B contracts, and associated paperwork to assure that all details have been completed.
- Meet with Members or clients to discuss details of Events
- Organize and conduct department meetings on a regular basis
- Ensure menus and contracts are completed promptly
- Ensure compliance with all ESA & Liquor Laws of Ontario
- Perform other duties as assigned
- Possess the ability to balance between active floor management and organized and effective execution of administrative duties.
- Working with the culinary team to achieve labour & food costs
- Work with Front of House to achieve labour & alcohol beverage costs
- Human Resources Responsibilities
- Attend and report to monthly Board of Directors Meetings
- Arranging of bi-annual staff meetings
- Maintaining employee record documentation (including verbal and written discipline, time off request, and absence)
- Ability to maintain vendor/supplier relationship (rebate programs & incentives)