



Poets Cove Resort & Spa

Job Description

Position: Outlets Manager
Department: Food & Beverage Department
Reporting to: Food & Beverage Director

Purpose:

Effectively monitor the daily operations of the Events Department, Aurora Restaurant and Syrens Lounge including providing support and guidance to fellow F&B personnel to ensure a successful and effective operation ending in a positive guest experience.

Under direction and support of the F&B Director, effectively administer, coordinate and supervise pre-designated outlet areas of Poets Cove Resort Food & Beverage department.

Creation, development and implementation of standardized conference, catering and dining activities in regards to preparation of all such items related to Poets Cove Resort under the direction of the F&B Director.

To ensure consistently high guest satisfaction of these products through established procedures and guest contact, including the motivation of employees to the highest degree, such that company profit ratios and control procedures are met.

To act, without prior approval, and with full authority, to ensure all Poets Cove Resort standards, policies and procedures are followed.

Position Requirements:

- Minimum of 6 years food and beverage experience in a high quality, professionally dedicated environment.
- Minimum of 3 years as supervisor or higher experience is required.
- A sound understanding of events and fine dining.
- Experience in a four or five star hotel or resort is a must.
- Experience at event and outlets planning and implementation.
- Experience at inventory taking and recording.
- Experience at ordering, controlling and delivery of all F&B product.
- Experience in planning, preparing and execution of banquets, service and dining.
- Experience in off-site catering events is an asset.
- Physically fit, able to perform repetitive physically challenging tasks and lift heavy loads.
- Mentally fit for the challenge of working in a high-pressure environment.

Specific Job Knowledge, Skills and Abilities

- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Must have a working knowledge of types of room set-ups, capacities, relation to type of event, etc.
- Must have excellent interpersonal and sales-related skills.
- Must have exceptional organizational, supervisory skills.
- Must be able to prepare and analyze data and figures, and transcriptions prepared on and generated by computer.
- Must have exceptional food and beverage knowledge and pricing.
- Must have knowledge of wine and related beverages.

Duties and Responsibilities

Review all written communication, i.e., resumes, daily/weekly forecasts, Banquet Event Orders, to determine appropriate staffing levels, room/station assignments, buffet décor and enhancements as they relate to banquets, meeting room set-ups and outlets. Communicate all changes within the F&B Department and makes adjustments according to the above items. Communicate information to the kitchen and other supportive departments prior to and during events and service times.

Responsible for maintaining a strong client relationship and ensuring that all specifications are communicated to and executed by all operating departments making for a successful experience for the meeting planners, attendees, guests, clients and associates. Maintain constant communication with the F&B Director and Director of Marketing & Sales as it applies to the client at hand.

Responsible for the appropriate and timely set up of all functions, meetings and service times while maintaining standards of food, beverage and meeting specifications. Communicate all daily activities, in person or by log, to the other event personnel to ensure smooth transition and follow-up from one function and service time to another.

Responsible for the development and maintenance of all policies, procedures and quality standards within the F&B department, utilizing a continuous improvement approach to ensure a high quality, cost effective and customer focused operation.

Responsible for the development and implementation of a training plan to ensure a high quality presentation and level of customer service within the F&B service/function service staffs.

Manage the inventory, control and breakage/loss reduction of china, glass and silver as it relates to outlet and banquet services.

Give daily support and guidance to fellow F&B personnel as well as monitor job performance to ensure a successful experience by our guests.

Maintain a high level of service by constantly training and coaching all direct reports and staff.

Inspect and oversee the cleanliness and maintenance of all F&B space, public areas, and service areas of the F&B department. Coordinate with Housekeeping and Engineering to ensure the highest level of product delivery.

Responsible for monthly scheduling and payroll for the F&B Department.

Under the guidance of the F&B Director, assist in monthly and annual budgeting as well as monthly reports for the F&B Department.

Assist in the planning of special events, menus and recipes as required by the F&B Director.

Continuously monitor and communicate house count, VIP lists and functions in advance of daily operations.

To recommend new procedures by which to achieve short and long term goals of improving the service to our customers.

Introduce and recommend preferred vendors as determined with the revenue goal of the property.

Participate in china, glassware, silverware, and linen inventories as necessary.

Participate in all food and beverage inventories.

Generate Banquet Event Orders, VIP and amenity forms as required.

Attend all department and resort meetings as necessary.

Supervise support staff and provide ongoing training and support as necessary.

Maintain accurate par levels and inventory of supplies and equipment within the department.

Working knowledge of federal, provincial and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues and labor relations.

Leadership and Supervision of others

To ensure all decisions are made that correspond to those policies of the Poets Cove Resort and it's Executive Committee.

Attend to guests' concerns and the operations problems immediately and take proper, prompt, corrective action.

Strive to continuously maintain a positive working relationship within the resort that will attain and maintain a high level of employee moral.

To provide advice and inspiration to all F&B personnel that will aid them in the proper function of their respective roles.

To be prepared for duty at any time due to the demands of the operation and its requirements.

To develop, collect, maintain, and disseminate the basic resort philosophy of management and policy to all present employees and to newly hired personnel.

To observe on a consistent basis, the staff's focused and attentive participation in daily operations.

Conduct him/herself in a manner as to reflect Poets Cove Resort's standards and encourage our staff to do the same.

Inside and outside relationships

Ensure that a close relationship within all areas of Food & Beverage is consistent to ensure proper and smooth communications throughout the entire department.

Maintain a close working relationship with all other operating departments and their supervisors to improve the climate of cooperation for the overall improvement of the resort.

Physical Demands

- Most work tasks are performed indoors. Temperature generally is moderate and controlled by resort environmental systems; however, must be able to work in extreme temperatures like freezers (-10°F) and kitchens (+110°F), possibly for one hour or more.
- Must be able to sit at a desk for up to 5 hours per day. Walking and standing are required the rest of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks occasionally.
- Must be able to lift up to 15 lbs. on a regular and continuing basis.
- Must have the ability to bend, squat and frequently lift 25 lbs. and occasionally lift up to 50 lbs.
- May be required to lift trays of food or food items weighing up to 30 lbs.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.