



Job Title: Service Manager

Division: Resort Services

Department: Food and Beverage - Service

Responsible To: Chief Resort Services Officer

Role Summary

The Service Manager is responsible for supervising the daily operations of the Food and Beverage – front of house department. This position oversees the development and implementation of departmental strategies and ensures implementation of the brand service strategy and brand initiatives. The Service Manager ensures the food and beverage operation meets the brand’s target customer needs, ensures employee satisfaction, and focuses on growing revenues and maximizing the financial performance of the department.

Responsibilities

- Lead the day-to-day operations of the front of house operations
- Ensure the prompt and efficient service of all meals, snacks, functions and beverages
- Supervise operation of outlet to maximize profitability, minimize legal liability, and conform to alcoholic beverage regulations
- Together with the Executive Chef – Beach Club plan any special functions
- Assist the Executive Chef in the development and presentation of menus as required
- Enforce sanitary practices for food handling, general cleanliness, and maintenance of dining area
- Monitor dining rooms for seating availability, service, safety and well-being of guests
- Establish, communicate, train and monitor front of house procedures
- Maintain service standards and enhance quality of service and offerings in partnership with Chief Resort Services Officer and culinary leadership
- Investigate and resolve complaints concerning food quality and service
- Utilize interpersonal and communication skills to lead, influence, and encourage others
- Establish and maintain open, collaborative relationships with direct reports and entire food and beverage team
- Provide guidance and direction, including setting performance standards and monitoring performance
- Coach and support food and beverage leadership team to effectively manage food and beverage cost and controllable expenses
- Develop and execute a food and beverage operating strategy that is aligned with the business strategy
- Serve as an individual contributor and department role model by performing technical or functional job duties including serving tables, clearing tables and taking orders
- Assist in the development of operating budgets and administer those budgets on an ongoing basis by monitoring and tracking expenses
- Hire, train, coach and develop a successful and enthusiastic team of front of house associates,



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All Seasons Resort

- engaging in performance management and positive coaching and counseling as needed
- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out accurately and timely
- Assist in development and implementation of employee department orientation and training
- Improve service by communicating and assisting individuals to understand guest needs, providing feedback, and individual coaching when needed
- Set expectations and hold food and beverage leadership team accountable for demonstrating desired service behaviors
- Develop and manage food and beverage service budget
- Review financial reports and statements
- Responsible for food and beverage compliance and create action plans for the department for guest satisfaction improvement
- Work with leadership team to determine areas of concern and develop strategies to improve the departments financial performance
- Establish challenging, realistic and obtainable goals to guide operations and performance
- Strive to improve service performance
- Focus on maintaining profit margins without compromising guest or employee satisfaction
- Develop means to improve profit, including estimating cost and benefit, exploring new business opportunities
- Ensure that regular, on-going communication occurs in all areas of food and beverage
- Review findings from guest comments with food and beverage team and ensure action is taken
- Stay aware of market trends and introduce new food and beverage products to meet and exceed customer expectations, generate increased revenue and ensure a competitive position in the market
- Monitor the department's actual and projected sales to ensure revenue goals are met or exceeded and opportunities are identified and addressed
- Complete scheduled inventories, stock and requisition necessary supplies
- Develop relationships with key suppliers, in alignment with business plan
- Coach and develop associates through career development and advancement opportunities
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary



Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Degree or diploma in hotel and restaurant management or related major
- 4 years' experience in the food and beverage, culinary or related professional area
- 3-5 years' experience in a comparable position in a luxury hotel/resort operation
- International Wine Education Guild (IWEG) or the Wine & Spirit Education Trust (WSET) level wine courses an asset
- Comprehensive knowledge of fine food, wine and service
- Excellent knowledge of all aspects of food and beverage operations
- Excellent guest service and problem resolution skills
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with food and beverage software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.