



Job Title: Resort Food and Beverage Manager

Division: Resort Services

Department: Food and Beverage - Service

Responsible To: Chief Resort Services Officer

Role Summary

The Resort Food and Beverage Manager is responsible for overseeing the daily operations of all food and beverage outlets at Friday Harbour Resort. This position oversees the development and implementation of strategies including developing our brand service strategy and brand initiatives. The Resort Food and Beverage Manager ensures the food and beverage operations meet and exceed all our targeted customer needs, ensures employee satisfaction, and focuses on growing revenues and maximizing the resort's Food and Beverage financial performance.

Responsibilities

- Oversee the day-to-day operations of food and beverage outlets
- Establish and maintain open, collaborative relationships with direct reports and entire food and beverage team
- Provide guidance and direction, including setting and monitoring performance standards
- Coach and support food and beverage leadership team to effectively manage food and beverage cost and variable controllable expenses
- Develop a food and beverage operating strategy that is aligned with the brand's business strategy and lead its execution
- Provide the leadership, vision and direction to bring together and prioritize the Food and Beverage goals in a way that will be efficient and effective
- Understand associate positions well enough to perform duties in associates' absence
- Develop and manage food and beverage budget through measurable performance indicators
- Review financial reports and statements to determine how food and beverage division is performing against budget
- Identify opportunities to increase profits and create value by challenging existing processes, encouraging innovation and driving necessary change
- Develop and maintain service standards and enhance quality of service and offerings in partnership with Chief Resort Services Officer and culinary leadership team
- Assist in development and implementation of orientation and training and development of food and beverage associates
- 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 behaviours
- Responsible for food and beverage compliance and create action plans for guest satisfaction improvement



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- Work with leadership team to determine areas of concern and develop strategies to improve financial performance
- Establish challenging, realistic and obtainable goals to guide operations and 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
- Stay aware of market trends and introduce new food and beverage products and concepts to meet and exceed customer expectations, generate increased revenue and ensure a competitive position in the market
- Monitor the actual and projected sales to ensure revenue goals are met or exceeded and opportunities are identified and addressed
- 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
- 10 years' experience in the food and beverage, culinary or related professional area
- 5 years' experience in a comparable position in a luxury 5 star/4 diamond hotel or resort operation
- International Wine Education Guild (IWEG) or the Wine & Spirit Education Trust (WSET) levels 1 and 2 will be considered an asset



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- Excellent knowledge of all aspects of food and beverage operations including inventory controls and menu compilation
- Smart Serve certification
- 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. Previous experience with Silverware and Maestro will be considered an asset
- 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.