

Food & Beverage Manager

Downtown Ottawa Hotel

From \$75K/ year – Permanent Full Time

May include weekends, evenings, holidays as required

GENERAL SUMMARY:

The Food and Beverage Manager is responsible for overseeing the overall success of daily kitchen operations and ensuring the efficient delivery of food and beverage services to guests. This role combines culinary expertise with strong leadership, as the Food and Beverage Manager is guiding and managing the kitchen and food and beverage service staff. The position focuses on continually improving guest and employee satisfaction while maximizing financial performance in all areas of responsibility. As the leader of the food and beverage team, you will supervise all kitchen, restaurant, and banquet operations to ensure consistently high-quality products and service are delivered. You will be responsible for training, developing, and motivating staff, ensuring compliance with food safety and sanitation standards, and maintaining an organized, productive work environment.

CANDIDATE PROFILE:

Education and Experience

- High school diploma or GED; 5 years' experience in the culinary, food and beverage, or related professional area.

OR

- 2-year degree from an accredited university in Culinary Arts, Hotel and Restaurant Management, or related major; 4 years' experience in the culinary, food and beverage, or related professional area.

Preferred:

- Food & beverage experience in limited or full-service property with major hotel brand (Marriott /Hilton / Accor / IHG / Hyatt)
- Certification as Executive Chef, Certified Master Chef by a government accredited agency and Red Seal certification required
- Excellent knowledge and understanding of all food & beverage policies and procedures
- Ability and willingness to work flexible hours including weekends, holidays, and late nights
- COP/First Aid Certifications and training an asset
- Capability to communicate and write in both English and French
- Excellent interpersonal and communication skills, with a passion for guest satisfaction
- Experience in pre-opening and hotel opening (an asset)
- Knowledge of Oracle, PMS, Marriott GXP, Adaco, Microsoft Office Suite (an asset)

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Restaurant Operations

- Lead kitchen and restaurant teams and provide directions for day-to-day operations.
- Review of brand guest satisfaction results. Implement action plans to improve scores in determined areas of responsibility.
- Understand associate duties positions to perform duties in their absence or determine appropriate alternatives to fill gaps.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Utilize interpersonal and communication skills to lead, influence, and encourage others; advocate sound financial/business decision making; demonstrate honesty/integrity; lead by example.
- Encourage and build mutual trust, respect, and cooperation among team members.
- Serve as a role model to demonstrate appropriate behavior.
- Ensure property policies are administered fairly and consistently.
- Review staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Establish and maintain open, collaborative relationships with associates and ensure they do the same within the team.
- Solicit associate feedback, practice an "open door" policy and review associate engagement results to identify and address areas of concern.
- Supervise and coordinate activities of cooks and workers engaged in food preparation and delivery.
- Develop procedures to ensure guest expectations are exceeded during the entire process of service delivery.

Setting and Maintaining Goals for Department Function and Activities

- Develop and implement guidelines and control procedures for food and drinks purchasing and receiving areas.
- Establish goals including performance goals, budget goals, team goals, etc.
- Communicate the importance of safety procedures, detailing procedure codes, ensuring associate understanding of safety codes, monitoring processes and procedures related to safety.
- Manage department operating expenses including food/drink costs, supplies, uniforms and equipment.
- Participate in the budgeting process for areas of responsibility.
- Knows, implements and conducts quarterly brand GFSA audit.
- Conduct quarterly menu engineering and cost analysis to ensure profitable contribution.
- Maintain food cost within target
- Maintain labour cost within budgeted targets
- Maintain and improve GSS scores
- Achieve revenue and overall budget targets
- Maintain beverage cost within target

Ensuring Culinary Standards and Responsibilities are Met

- Monitor the quality of raw and cooked food products to ensure that standards are met.
- Determine how food should be presented and create modern food presentations.
- Recognize superior quality products, presentations and flavor.
- Ensure compliance with food handling and sanitation standards (Government and Brand).
- Follow proper handling and the right temperature of all food products.
- Ensure employees maintain the required food handling and sanitation certifications.
- Maintain purchasing, receiving and food storage standards.

Ensuring Exceptional Customer Service

- Provide and support service behaviors that are above and beyond for personalized customer satisfaction.
- Improve service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers daily.
- Display leadership in guest hospitality, exemplifies excellent personalized service and creates a positive atmosphere for guest relations.
- Interact with guests to obtain feedback on product quality and service levels.
- Respond to and handles guest problems and complaints.
- Empowers associates to provide personalized customer service. Establishes guidelines so associates understand expectations and parameters. Ensures associates receive on-going training to support guest expectations.

Managing and Conducting Human Resource Activities

- Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Ensure associates are treated fairly and equitably.
- Administer the performance appraisal process for direct report managers.
- Interact with the Kitchen Manager on training regarding food knowledge and menu composition.
- Observe service behaviors of associates and provide feedback to individuals and or managers.
- Manage associates progressive discipline procedures for areas of responsibility.
- Ensure disciplinary procedures and documentation are completed according to Standard Operating Procedures (SOPs).
- Provide information to executive teams, managers and supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Analyze information and evaluate results to choose the best solution and solve problems.

Financial/Sales

- Review financial transactions and monitor budget/forecast to ensure efficient operation and adherence to budget, without sacrificing quality and service.
- Prepare monthly labor and revenue forecasts for the division.
- Maximize revenue opportunities through pricing, volume strategies and upselling.
- Maintain purchasing system and only purchase approved items.
- Monitor actual and projected sales daily. Review meal period covers, room capture ratios and average cheques to ensure revenue goals are met or exceeded.
- Ensure cash control and liquor control policies are in place for department is followed by all.
- Initiate and implement promotions in AC Kitchen/Lounge and Room Service.
- Develop the annual advertising and promotions calendar to support revenue expectations.
- Partner with suppliers to create promotions towards developing the F&B offering and revenue under the regional Food and Beverage Director.
- Participate in industry events to market the F&B products.
- Participate in the development and execution of a strategic business plan for assigned outlets by providing and analyzing projected market data.
- Complete quarterly food and beverage menu engineering and beverage cost analysis.
- Implement and evaluate an equitable gratuity distribution system for F&B associates