



**Membertou**

**Job Description**

Written by: Glen Morrison  
Reviewed by: Glen Morrison  
Date: November 3, 2022  
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**Job Title: Food & Beverage Service Manager**  
**Department: MTCC – Food & Beverage Service**  
**Reports To: General Manager**

The Food & Beverage Service Manager oversees the operation, promotion and product and service development of the Catering and Meetings Department, Event Setup and Kiju's Dining Room, Corner Lounge and Room Service, as well as laundry services for food and beverage linen. A strong focus on customer service, revenue generation and cost controls are key aspects of this position. This position maintains constant communication with the General Manager and all key management staff.

**Duties and Responsibilities:**

- Manage all aspects of the service of food & beverages to customers and guests of the Kiju's dining room, lounge, room service and banquet/catering events.
- Food and beverage menu development of dining room, lounge, room service and catering departments in collaboration with the executive chef, dining room services manager, senior sales manager and General Manager.
- Prepare and promote internal incentive contests for service teams.
- Provide direct supervision, orientation, training and coaching to Dining Room Services Manager and Set up, Catering and Banquet Leads, as these individuals oversee their service staff and event set-up staff.
- Scheduling, payroll and supervision of the catering and event set up teams and reviewing the payroll of the restaurant and lounge department.
- Participate in the hiring process for assigned departments in cooperation with the Human Resources Department and General Manager.
- Engage in any disciplinary action to employees as needed, involving the Human Resources Department when necessary.
- Perform regular meetings with staff for assigned departments in order to ensure that they receive updates and pertinent information in a consistent and timely manner.
- Prepare and participate in annual employee performance reviews for assigned staff.
- Ensure that assigned employees receive regular training, as required, in how to serve properly, suggestive sell, create feature drinks and enhance the overall set up styles of banquet rooms, how to interact with customers and guests in a professional manner.
- Develop and maintain a thorough knowledge of the services, facilities and features of the convention centre, in order to provide information in response to customer inquiries.
- Attend and actively participate in regular weekly Banquet Event Order (BEO) meetings.



- Responsible for assisting with meeting special requests and needs of customers for restaurant, catering, entertainment and convention events and creating memorable events and experiences in food and beverage.
- Ensure that the Meeting and Catering team effectively executes all catering contracts and work with the Executive Chef and team as well as with the sales and audio-visual teams to coordinate memorable events.
- Ensure that all communications with customers and co-workers are courteous and professional.
- Responsible for creating a positive and memorable guest experience. Smile and be helpful and friendly.
- Responsible for promoting teamwork with all departments at the MTCC, with the ultimate goal of ensuring an excellent experience that exceeds customer expectations.
- Responsible for maintaining a professional appearance with good grooming at all times, and ensuring that all assigned employees do as well.
- Ensure that the MTCC's uniform policy is adhered to on a daily basis in order to consistently maintain the convention centre's image.
- Oversee the Dining Room Services Manager in the daily operations of Kiju's Restaurant dining room, lounge and room service.
- Responsible for oversight of all aspects of the Catering Department to ensure a consistently high standard of service.
- Responsible for oversight of Event Setup's and ensuring all of our standards are met in this area.
- Oversee banquet service for a variety of events including meetings, conventions and weddings, thus requiring a flexible work schedule.
- Required to ensure effective training, teamwork and coordination between catering and dining room staff with the Kitchen staff. This responsibility is shared with the Executive Chef.
- Working closely with the dining room services manager to ensure that programming and pricing for the POS system is 100% accurate for the food and drink menu for both the restaurant and catering functions, working in cooperation with the General Manager as needed. Ensure that appropriate employees are properly trained in using the system.
- Ensure that the MTCC and Kiju's website and social media sites are always up to date with current menus, specials and entertainment for Kiju's, working in conjunction with the Membertou marketing department.
- Responsible to ensure that props and displays in the Restaurant and lounge project a professional image and add value to the customer experience.
- Responsible to ensure that props and displays relating to food and beverage service for catered events project a professional image and add value to the customer experience.



- Purchase and maintain an inventory of props for various occasions. This responsibility is shared with and must be coordinated with the Head Chef and other departments as required.
- Arrange the routine maintenance and upkeep of Kiju's dining room and Corner Lounge and the Catering Department and banquet rooms, its equipment and facilities.
- Investigate all guest inquiries in a timely fashion to provide the highest possible service.
- Provide feedback to the Executive Chef on food suggestions, food quality, and the like.
- Report any problems, incidents, or thefts to the General Manager. Coordinate with HR and the GM on how to proceed with these incidents when required by the situation.
- Responsible for recommendations, implementation and coordination of policies and procedures to enhance operations as they pertain to Catering and Dining Room services provided.
- Working closely with the General Manager to oversee the dining room and catering budgets for labour, liquor, beverages and supplies by reviewing actual expenditures versus the budget on a monthly basis, and ensure an efficient operation in order to achieve budgeted targets.
- Responsible for achieving operating goals and targets set for assigned departments, including, but not limited to, labor and liquor cost targets for the catering and dining room.
- Prepare weekly work schedules for assigned departments.
- Enter and/or approve payroll records for assigned staff on a daily or weekly basis.
- Calculation and monitoring of labor cost ratios.
- Report hours for catering staff with respect to the gratuity pool.
- Overseeing all beverage & liquor orders, ensuring adequate inventory for regular restaurant consumption and catered events.
- Maintain a strong relationship with liquor and beverage suppliers.
- Assist with monthly liquor inventory reconciliations, as required.
- Assist with development and monitoring of appropriate departmental procedures to maintain and protect inventory and assets from damage and/or theft.
- Monitor and maintain inventory levels for dishware, glassware, cutlery, serving dishes, linens, and the like for catering and the restaurant. This includes performing inventory counts of these items as required.
- Responsible for ensuring that ample supplies of clean, stain free linens are on hand prior to all events.
- Responsible for ensuring that the catering hallway and catering storage areas, including the linen storage areas are kept clean and neat at all times.
- Ensure that all work areas are organized, tidy, clean and safe.
- Ensure that all health and safety regulations are strictly followed.
- Ensure that all company policies and procedures are followed.



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- Ensure Fire Procedures are followed.
- Delegate duties as may be required and/or appropriate.

**Other Duties & Responsibilities:**

- Maintain positive relationships with Membertou's Internal and External customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Assurance Management System as it relates to job related duties and/or department.
- Other related duties as required in order to assist the other departments and the GM position.



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**Skills & Qualifications:**

- Considerable experience in event management, food and beverage costing, labour controls and be profit driven
- Secondary education preferably in hospitality administration or equivalent work experience in an event or food and beverage sales management role is required.
- Minimum of 5 years food & beverage and/or hospitality management experience focusing on food and beverage management and event management is required.
- Previous management or supervisory experience is required.
- Significant knowledge and experience in food and beverage promotions and menu costing is imperative along with mixology.
- Recruitment, training and performance management is imperative.
- An understanding of audio-visual services and direct client contact experience along with working with our sales, marketing, AV and culinary teams are essential.
- Possess a working understanding of cost accounting and budgeting and a demonstrated competence in MS Word, Excel, and other software programs including a point-of-sale system.
- Food safety handling and responsible beverage service certifications are required.
- Ability to work under own initiative and goal oriented.
- Previous experience leading a large team is required.
- Accountable and a strong team player.
- Ability to lift up to 25kg.
- Available for flexible work hours, based on business requirements including evenings, weekends and holidays.