Food and Beverage Manager – Job Description

Summary:

The Food and Beverage Manager oversees all aspects of operations for a variety of Food & Beverage outlets and catering activities in compliance with all applicable standards for food preparation, service and safety while ensuring guest satisfaction. This year-round, full-time position requires open schedule availability during peak season, including evenings, weekends and holidays. The ideal candidate will be a team player and an independent contributor to the overall success of the park.

Roles & Responsibilities:

- Manage all aspects of the F&B team and any other assigned departments.
- Lead by example, attitude, and as a representation of Edwards Entertainment core values.
- Act as an approachable mentor and coach to all assigned team members.
- Manage and control all financial aspects of assigned departments while maximizing revenue and cost savings opportunities; maintain constant vigilance over departmental spending and budgets
- Act as a strategic visionary to implement measures that will favorably impact process, people, and/or profit.
- Ensure compliance with company and industry best practices, policies, and procedures to create a safe and productive environment for colleagues and guests.
- Become knowledgeable of performing the essential duties of all assigned F&B positions and backfill these positions when needed.
- Participate in all aspects of supervision of assigned employees, including hiring, orientation, training, performance coaching, and discipline.
- Ensure that all required meal and other breaks are being given in accordance with Iowa law.
- Assist with team scheduling and timekeeping activities.
- Continuously evaluate current F&B operations; recommend and implement process improvements that will reduce costs, improve food quality and guest wait times, and improve employee satisfaction.
- Develop and implement programs to increase sales and profits.
- Ensure intense focus on food quality, customer service, standards, sanitation and safety, maintaining restaurant and food stand environments for inspection readiness at all times.
- Greet guests, assist with questions, and manages accurate transactions to provide an engaging customer experience.
- Address team member and guest complaints and resolve these problems in accordance with all company policies and applicable laws/regulations.

- Oversee all aspects of kitchen and management including cost of sales, inventory control, purchasing, receiving and pricing.
- Prepare necessary reports, develop and reconcile budgets, analyze productivity, equipment and supply costs, etc.
- Effectively manage waste/spoilage.
- Develop and implement programs to increase sales and profits.
- Manage catering program, support special events and other group sales initiatives.
- Maintain facilities in compliance with local, state and federal codes and regulations, including OSHA, EPA and other pertinent and applicable regulatory bodies.
- Partner with County Health Department to ensure compliance with State and County Health codes.
- Escalate any safety, quality, or operations concerns to the proper channels of company leadership.
- All other duties as assigned by leadership.

Desired Skills & Requirements

- Demonstrate the ability to analyze financial information, costs, inventory and sales to achieve maximum profit potential. Ability to articulate variances.
- Knowledge of methods of establishing appropriate control to ensure team member integrity and quality assurance.
- Demonstrated ability to be a leadership partner with other managers and the corporate team at Edwards Entertainment Company, and to direct quality service to guests.
- Demonstrated ability to handle multiple tasks with effective follow-through.
- Demonstrated ability to motivate and lead a large team to achieve organizational goals.
- General knowledge of computers, cash registers, various electronic devices, and various software. Cash handling experiences desired.
- Excellent organizational skills for keeping detailed records, reports and logs.
- Ability to communicate, develop and maintain a close, effective relationship with vendors, consultants, colleagues, department managers, partners and the public
- Must be able to roll-up sleeves and assist with all F&B-related positions to ensure continuous and successful operation.
- Must possess safety-oriented mindset and understand the importance of complying with all state, and local food preparation and serving regulations.
- Ability to handle high-pressure situations, meet the demands of constant deadlines and coordinate multiple priorities in a dynamic environment.
- Ability to think creatively while maintaining accordance with business constraints.
- Must possess strong written and verbal communication skills
- Must possess strong attention to detail and problem-solving abilities.
- Must be proficient in Microsoft Excel, Word, and Power Point.
- Ability to handle private and confidential information with highest discretion.
- Must possess a valid driver's license and a good driving record.
- Must be at least 18 years of age to comply with Iowa Child Labor Laws.
- Ability to work flexible schedule, including evenings, weekends, and holidays.
- Ability to frequently work hours that extend beyond 9 AM to 5 PM during the peak operating season.

Education and/or Experience:

- Minimum high school diploma or GED equivalent.
- 2-4 years of experience in a guest service industry in a supervisory or management role or an equivalent combination is preferred.
- Prior experience in the amusement, restaurant, entertainment industry or high-volume tourist-based entertainment venue is a plus.

Physical Demands:

- Ability to stand, walk, and remain on feet for majority of the workday
- Ability to occasionally stoop, twist, kneel, bend, squat, or reach above shoulders
- Ability to remain sedentary for extended periods of time, while using a computer
- Ability to withstand heat and humidity from the food preparation equipment
- Ability to carry, push, pull, lift, and hold objects weighing 30 pounds or more

Working Conditions:

- This role will be based in both an office setting as well as other indoor and outdoor park locations. (35% office, 65% out in the operation)
- Subject to frequent interruptions and requests that may require reprioritization of activities.
- Frequent exposure to the variable outside temperatures, including high heat, cold, direct sun, humidity, dust, rain and other weather conditions.
- Subject to high noise levels, flashing lights, and heavily populated environments.

Schedule:

- Must be available to workdays, nights weekends and holidays
- Must be willing to work overtime when needed
- Typical week will vary depending on business needs and peak seasons
- On average expect all weeks to be 40 hours weeks with occasional overtime depending on park operations. Average weekly hours will vary depending on the time of the year (peak operating season vs. nonpeak operating season).
- During busy season weekends and holidays will be required.
- Must be available during school breaks such as Thanksgiving, Christmas Break and Spring Break weeks.
- Vacations need to be pre-approved and planned in advance

Experience / Certifications:

- Microsoft Office: 1 year (Preferred)

- Customer Service: 2 years (Preferred)
- All Training will be provided on site
- Must be willing to become CPR Certified
- Must be willing to become ServSafe Certified
- Must be willing to attend work related seminars and conferences

Work Location:

- The Fun Station Adventure Park

Benefits

- Health Insurance Allowance
- Cell Phone Allowance
- 401K Program
- Paid Time Off
- Free Food & Drink
- Free Tickets
- Various other employee discounts.
- Opportunity to earn quarterly bonuses

Disclaimer

The above job description is meant to describe the general nature and level of work being performed and is not intended to be construed as an exhaustive list of all responsibilities; duties and skills required for the position and may change as determined by the needs of the company.

Edwards Entertainment Company & The Fun Station is an Equal Opportunity Employer. We recognize that people are our finest assets. It is our policy to provide equal employment opportunities to all individuals, regardless of race, creed, color, religion or belief, national origin, sex, ancestry, age, marital status, veteran status, disability, medical condition, gender identity or sexual orientation or any other classification protected by law.

PRINT NAME _____

SIGNATURE_____ DATE _____

GENERAL MANAGER SIGNATURE _____DATE_____

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FOOD | FUN | FAMILY