



Job Title	Regional Food & Beverage Director
Department	Food & Beverage (Café & Grille)
Location	Fredericksburg & Stafford, VA
Reports to	FFH & JRSSC General Manager
Approved By	Eastern Sports Management

Level	Type of position:	Travel	Amount Required:
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		

JOB DESCRIPTION

The Regional Food & Beverage Director oversees the Front of the House and Back of the House operations at the Jeff Rouse Swim and Sport Center Café and Lounge, as well as the Fredericksburg Field House Grille and Lounge. This individual directly manages all Front & Back of the House Employees according to current labor conditions and needs. The Regional Food & Beverage Director reports directly to FFH & JRSSC General Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Regional Food & Beverage Director coordinates food service activities of the Jeff Rouse Swim and Sport Center and the Fredericksburg Field House by performing the following duties personally or through subordinate supervisors:

- Estimates food and beverage costs
- Manages inventory
- Orders and schedules delivery of food and supplies from local vendors as necessary
- Confers with food preparation and other personnel to plan menus and related activities
- Inspects food and food preparation to maintain quality standards and sanitation regulations
- Investigates and resolves food quality and service complaints
- Reviews facility forecasts for upcoming events (i.e. – meets, tournaments, special events, etc.) to ascertain and compute types and quantities of food needed
- Reviews financial transactions and monitors budget to ensure efficient operation, and to ensure expenditures stay within budget limitations
- Work with kitchen staff to improve cleanliness and proper food preparation
- Work continuously to train café and grille staff in guest service
- Inspects and tastes prepared foods to maintain quality standards and sanitation regulations
- Use available software to improve order quantities, set stock limits
- Use analytics to decide on buy, no-buy decisions and to introduce new items
- Reduce waste and ensure shelf life is understood and enforced
- Put procedures in place to ensure the highest quality products are provided to customers
- Use customer feedback to improve service and offerings
- Identify and instill best practices for all aspects of café and kitchen processes
- Hire, train and evaluate staff
- Prepares work schedules for Food & Beverage personnel to ensure presence of necessary labor force on each shift

- Oversees and coordinates work of cooks and other kitchen employees engaged in preparing meals to ensure adherence to recipes and quality standards
- Controls alcoholic beverage supply by continuous inventory and prepares required forms as prescribed by law to account for consumption of beverages
- Budget and monitor weekly food and labor costs
- Generate daily and monthly financial and inventory reports
- Process payments and inventory through Food & Beverage POS System
- Research new food and beverage products for best guest service as well as cost control
- Create new menu options and marketing ideas
- Meet with food vendors and make decisions on products
- Communicate with sales representatives and suppliers
- Inspects equipment and food deliveries
- Inspects kitchen for conformance to government and company safety and sanitation requirements
- Coordinate kitchen equipment installation
- Evaluate health and safety practices
- Organize and manage special events catering
- Coordinate with other JRSSC and FFH managers for special events and parties
- Must be able to work irregular shifts to include days, nights, weekends and holidays as needed
- Must enforce JRSSC and FFH policies
- Knowledge of & respect for Jeff Rouse Swim and Sport Center and Fredericksburg Field House Mission
- Knowledge of the rules and regulations of JRSSC and FFH, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the General Manager

SUPERVISORY RESPONSIBILITIES

- Manages 1-3 subordinate supervisors who supervise a total of 10-20 employees
- Carries out supervisory responsibilities in accordance with JRSSC and FFH's policies and applicable laws
- Responsibilities include:
 - Training employees
 - Planning, assigning, and directing work
 - Appraising performance
 - Rewarding employees
 - Counseling employees, addressing complaints and resolving problems

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs work flows and procedures.
- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up-to-date.
- Design - Generates creative solutions; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Coordinates projects; communicates changes and progress; completes projects on time and budget.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Performance Coaching - Defines responsibilities and expectations; sets goals and objectives; gives performance feedback; motivates for increased results; recognizes contributions; encourages training and development.
- Team Leadership - Fosters team cooperation; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.
- Delegation - Delegates work assignments; matches the responsibility to the person; sets expectations and monitors delegated activities; provides recognition for results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Impact & Influence – Pursues and wins support for ideas; achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.
- Recruitment & Staffing - Exhibits sound interviewing skills; presents positive, realistic view of the organization; analyzes and forecasts staffing needs; makes quality hiring decisions.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Achievement Focus – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Achieves sales goals; maintains customer satisfaction.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual must have working knowledge of Microsoft Office (Word, Excel, Power Point, etc.), as well as Food & Beverage Inventory and Point of Sale software (i.e. – Micros, Clover, etc.) Upon hire and training, the individual must be able to successfully utilize the Jeff Rouse Swim and Sport Center Member/Guest registration software and Timeclock software.

Certificates, Licenses, Registrations: To perform this job successfully, an individual must possess the following:

- ServSafe Certification

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to talk or hear and taste or smell.
- The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.
- The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 50 pounds.

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; extreme cold and extreme heat.
- The noise level in the work environment is usually moderate.