



## JOB POSTING

**Posting Date:** June 2, 2017  
**Position Title:** **F&B Manager**  
**Location:** Bandon Dunes Golf Resort  
McKee's Pub  
**Reports To:** Food & Beverage Director  
**Application Closing Date:** Until filled  
**Respond To:** Attn: Human Resources  
Bandon Dunes Golf Resort  
57744 Round Lake Drive Bandon, OR 97411  
Fax (541) 347-5850  
[jobs@bandondunesgolf.com](mailto:jobs@bandondunesgolf.com)

### **Position Summary:**

Reporting to the Director of Food & Beverage, the F&B Manager is responsible for overseeing the daily operations of McKee's Pub, Macdonald Hall and St Andrews Room. Manage staff, training, culture, guest flow, business plans and relationships. Oversee activities and services to ensure the department is operating to plan.

Ensure proper recruitment, training and supervision of all F&B front-of-house personnel with primary responsibility for ensuring quality, consistency and excellent guest service in a manner that complies with Bandon Dunes Golf Resort Food and Beverage standards and Kemper Sports policies and procedures along with our True Service Customer Service values.

Provide exceptional guest service through leadership, communication and follow-up with guests and employees. Identify and develop incremental revenue opportunities, products and services in keeping with the Bandon Dunes philosophy. Encourage and maintain a culture of producing results and getting things done by instilling an environment that rewards quick decision making. Improve processes and procedures to make the organization more efficient and effective to achieve financial, operational, business and human resource goals.

### **Essential Duties and Responsibilities:**

- Provide a role model example for all subordinate supervisors and staff in the areas of inter- and intra-departmental relations/teamwork throughout the organization.
- Ensure a professional working relationship with Culinary team.
- Strong floor presence necessary to guide high volume/high energy outlet.
- Plan and implement staffing schedules to ensure customer service standards are achieved with minimum employee cost. Monitor activities to ensure compliance with Company payroll policies and procedures.
- Ensure maintenance of all appropriate sanitation standards including, but not limited to, employee hygiene and uniforms,
- Commit to an innovative approach and work to continually develop revenue generation ideas, new products, services and cost saving ideas for the business. Monitor check averages, cover counts, labor costs, beverage costs, other expense costs and seek ways to grow in all areas.
- Recognize the critical nature of prompt and accurate communication to all levels of employees and ensure that appropriate systems are in place and used consistently; pre-shift meetings, F&B meetings, Resort Staff meetings, Gallery Department meetings, Managers Shift Report Log, Banquet Event Orders, Event Summary, Guest Count Summary, information boards, one on one, etc.
- Manage within departmental budget; understand P&L statements and other financial data as required.
- Develop action plans and solutions to issues/problems in a timely manner.

- Keep F&B Director, Food and Beverage Management Team and Executive Committee Members promptly and fully informed on all problems or unusual matters of significance coming to his/her attention so prompt corrective action can be taken when appropriate.
- Develop positive relationships with key guests and clients. Monitor guest comments through guest surveys and table visitation, guest feedback and timing of guest experience. Monitor guest recognition programs.
- Work afternoons/nights; report to work on time; attend all scheduled meetings, training and events and comply with company dress code.
- Train new team members to Performance Standards. Provide for on-going training and development of all team members including Supervisors ensuring accountability.
- Delegates responsibilities, holds staff accountable and follows-up on the execution of all assigned tasks.
- Ensure operations comply with all state and federal laws, rules and regulations, relating to food and beverage sanitation, alcohol and tobacco, and ADA requirements.
- Manage employment activities for applicable staff members, including but not limited to, personnel recruitment and selection, performance evaluations, training, compensation, discipline and termination, etc.
- Maintain knowledge of current and projected industry developments through continuous attention to industry periodicals and participation in relevant trade associations and organizations.
- Assure the efficient and timely submission of all required operational, financial, budgetary and related reports, including:
  - Review Monthly budget
  - Weekly schedule based on forecasted business volumes
  - Staffing requirements
  - Daily Punch edit; Bi-Weekly payroll
  - Bar controls and procedures
  - Beverage cost
  - Beverage requisitioning
  - Supply requisitioning
  - Month end inventory
  - POS competency: floor and office procedures
  - Bar and dining room security
- Communicates effectively and instills a culture of openness and teamwork.
- Perform other duties as appropriate.

**Qualifications:**

- High school, college degree, required or preferred.
- 10 years applicable functional, supervisory and/or management experience, preferably in the resort and/or golf industry.
- Proven ability to actively lead in an outlet with high alcoholic beverage sales.
- Demonstrated experience and capability in the areas of budget development, fiscal management, strategic planning, staff management.
- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations. Demonstrates the ability to create excitement and energy surrounding our True Service Customer Service Values.
- Familiarity and ability to use standard office equipment including computers. Familiarity with standard computer software including e-mail POS systems, Microsoft Word and Microsoft Excel

*Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with cover letter and resume prior to the closing date.*

*Complete job description available upon request.*

**KemperSports is an Equal Opportunity Employer**