

Thank you for considering a position as Food and Beverage Manager at Santa's Farm. The position is full time with flexible hours outside of seasonal openings. Please read the Job Description below, and then send a resume to info@santasfarm.net to apply.

Food and Beverage Manager Job Description

Position Summary

The Food and Beverage Manager at Santa's Farm will work with owners and managers to support food operational objectives at our outdoor counter-serve restaurants. The manager will drive sales and profits across five food locations on the farm, and will collaborate in coaching employees, executing cost saving initiatives, creating menu items and maintaining the highest level of customer satisfaction.

Responsibilities

- Maintain a neat and pleasant outdoor dining environment to contribute to the guest experience and to assure excellent sanitization
- Monitor food operations by conducting frequent walkthroughs of all food locations to ensure operating standards are executed and maintained
- Ensure sanitation procedures are followed and that food preparation areas are clean and organized at all times
- Maintain a food item inventory and assist in ordering products for the upcoming openings
- Assure that food preparation is completed in a timely manner
- Adhere to alcohol awareness procedures
- Visit with guests at their tables, engaging in conversation to build connections and to gauge satisfaction
- Resolve guest complaints by listening, evaluating, and responding to concerns and then offering a satisfactory resolution, compelling them to visit again
- Conduct food staff interviews following the farm's hiring and selection procedures
- Hold team members accountable to our employee expectation guide through effective coaching and communication, and implement our discipline procedures when needed
- Train team members by observing, providing feedback, role playing tasks and procedures, communicating expectations, and following up to increase performance
- Conduct team member performance assessments to recognize contributions and to develop and improve the team member's job performance
- Manage end of shift and end of day procedures by inspecting work stations and side work assignments for cleanliness and completion
- Create an image of our business that will continue and enhance our positive reputation in the community

Qualifications

- Adaptability- Must be able to adapt to changing farm needs and conditions. Must work well with a variety of people and situations, including employees as young as 14 years old.
- Attention to details- Must have an eye for details. This includes caring about the look of finished food products and cleanliness of work spaces.
- Value Alignment- Must align with our business values. Must work to foster an inclusive and diverse workplace in accordance with these values.

- Communication- Must communicate with staff and management by listening to others and communicating effectively.
- Leadership- Must promote business goals and mission while also managing staff effectively in ways to help them succeed in their job.
- Relationship building- Must build constructive working relationships with guests, suppliers, and staff.
- Knowledge - Must have experience in a restaurant setting, preferably for at least 3-5 years.

Schedule - Santa's Farm is only open seasonally fall, Christmas and Easter. However, the Food and Beverage Manager is expected to work year round to develop and improve procedures and training, to set up and break down for seasonal openings, to analyze food sales and profit and to hire a seasonal staff.

- Hours - Full time position through January 2023. Will reassess at that time and develop the 2023 schedule. Flexible scheduling is available from February through June with the exception of our Easter festival opening days.
- Flexible hours and work location - Unlike most restaurant manager positions, this position offers collaborative scheduling with flexible days off out of season, and an opportunity to complete some work from home.

Salary/ Benefits

\$18 an hour. Opportunity for overtime.