

	<b>Position opening:</b>	<b>Food and Beverage Manager</b>
	<b>East KY Expo Center</b>	<b>Pikeville, KY</b>

**POSITION:** Food and Beverage Manager  
**DEPARTMENT:** Food and Beverage  
**REPORTS TO:** General Manger /Director of Food and Beverage  
**FLSA STATUS:** Salaried Exempt

**Summary:**

This Senior position is responsible for soliciting local Food and Beverage events, managing all the food and beverage services (catering and concession) for the Arena, training all food service personnel. This position will serve as assistance chef when necessary and during those times have full responsibility and authority for all aspects of the kitchen in the Head Chef's absence.

**Essential Duties and Responsibilities for Catering** -Include the following, but other duties may be assigned.

- Build strong relationships with internal and external clients.
- Interact professionally with clients, guests, other employees and suppliers.
- Staff recruitment, training and scheduling for catering and concession services; includes ongoing training and staff retention activities.
- Ensure successful events by routine and thorough checking of quality control standards, room set up and on-time service with the result of client satisfaction. Resolve any client concerns.
- Inspects food service facilities to ensure that equipment and building meet requirements of state and local health and liquor laws as well as internal expectations.
- Participates in menu development and vendor relations.
- Oversees beverage, disposables and pre-packaged goods ordering and inventory.
- Directly handles guest related issues.
- Analyze and maintain inventory levels to produce an effective cost
- Assists with analysis of information concerning facility operation such as daily food sales, patron attendance, and labor costs to prepare budget and to maintain cost control of facility operations.
- Perform quality work within deadlines with or without direct supervision.
- Develop and maintain a local customer base
- Produce contracts and Banquet Event Orders for each event.
- Develop proposals for potential clients and follow through on pending bookings.
- Report on a daily basis to the General Manager/ Food & Beverage Director information on potential sales leads, and existing client relations.
- Maintains an active role in local hospitality community and professional associations.
- Attend in-house event-related meetings and relays immediate changes with other departments.
- Develop menus and other projects

- Provide detailed event analysis to support, maintain and/or improve company goals and guest satisfaction
- Ensure a successful client event by routine and thorough checking of food standards, room set up and on-time service with the result of client satisfaction, resolve any client concerns
- Update and maintain file information for repeat events with total Food & Beverage revenues and client relations
- Update all details of the events to operations staff
- Assists in developing work plans including scheduling and ordering, and assigns appropriate duties to subordinates
- Assists with analysis of information concerning facility operation such as daily food sales, patron attendance, and labor costs to prepare budget and to maintain cost control
- Over See catered events and staff

### **Essential Duties and Responsibilities for Concessions**

- Supervises the concessions employees in the preparation and service of food and refreshments, including maintaining superior customer service, proper cash handling procedures, and sanitation standards.
- Responsible for the training of concessions staff to ensure consistent high quality of product and services for the patrons.
- Purchases product according to anticipated demand and familiarity with public taste in food and beverages within financial guidelines.
- Responsible for the preparation, planning and coordinating of the product, service, and staff for each event requiring concessions.
- Assigns concession workers to locations and ensures that they are fit for duty, and have the tools they need to perform their job.
- Tabulates receipts and balances stands and related accounts.
- Inventories supplies on hand at end of each day or designated period.
- Works within guidelines to maintain food and labor costs.
- Responsible for the completion of the stand financial documentation of each event.
- Ensures that all staff assignments are completed during their shift thru frequent inspections.
- Enforces safety regulations including proper use of chemicals in accordance with MSDS.
- Responsible for department administrative functions utilizing computer skills.
- Maintains working relationship with vendors and outside sources.

**Essential Duties and Responsibilities for Assistant Chef** - Include the following, but other duties may be assigned.

- Provide a high level of oversight, culinary proficiency and operational/ personnel support to ensure the smooth running of all food outlets and events
- Oversee the preparation of all food; helps in the planning of meals and developing menus.

- Provides daily communication to the Director of Food and Beverage concerning all culinary operations
- Responsible for the daily paperwork with regards to ordering.
- Assist the Head Chef with ordering and menu planning.
- Ensure that areas under your control are cleaned as per the cleaning schedule.
- Ensure that the kitchen stores and other potential areas of loss are secured at all times according to the instructions laid down by the management.
- Cover all duties normally assigned to the Head Chef in their absence.
- Assist in any of the kitchens, this may require assistance within or outside normal working hours.

### **Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

### **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**

- Knowledge of sales and marketing principles is a plus
- At least 2 years working in Catering Environment.

### **Skills and Abilities**

- Advanced oral and written communication skills.
- Strong orientation to customer service and ability to work with other staff members in the facility.
- Results oriented individual with the ability to meet required sales goals.
- Excellent organizational, planning, communication, and inter-personal skills.
- Ability to undertake and complete multiple tasks.

### **Computer Skills**

To perform this job successfully, an individual should be proficient In Word and Excel.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

No certifications are required.

### **Other Qualifications**

- Ability to work nights, weekends and holidays based on events
- Ability to communicate with all levels of the organization.

### **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 move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events, and the ability to perform light lifting duties.

**NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

## To Apply

Apply at: Cindy Collins at [cindycollins@eastkyexpo.com](mailto:cindycollins@eastkyexpo.com)