

Job Description

Job Title: Food & Beverage Manager / Assistant Event Coordinator

Department: Food & Beverage/Events

Supervisor: Vice President

Status: Non-Exempt

Summary

The Food & Beverage Manager is responsible for overseeing food and beverage operations at Mallory's Café, Coal Creek Lounge, and Bennett's Brew during the ski season (November to Mid-March), and assisting with the planning, production, and execution of events April to October. This role ensures exceptional guest service, efficient operations, and a clean, safe, and welcoming environment. Responsibilities include staff management, menu and beverage development, ordering and inventory control, POS setup, and maintaining facilities. The Manager leads with a hands-on approach and works closely with the management team to exceed guest expectations.

Essential Duties and Responsibilities

Food & Beverage Manager (November-March)

Operations Management

- Oversee daily operations of Mallory's Café, Coal Creek Lounge, and Bennett's Brew.
- Manage ordering, receiving, inventory, and vendor relationships.
- Ensure accurate product setup and pricing in the POS system.
- Maintain cleanliness, safety, and functionality of equipment and facilities.
- Ensure compliance with food safety, sanitation, and responsible alcohol service standards.

Staffing & Training

- Recruit, hire, train, and schedule seasonal food & beverage staff.
- Provide leadership, coaching, and performance feedback.
- Ensure staffing levels support guest service and operational demands.

Menu & Promotions

- Develop and implement seasonal menus and drink specials.
- Monitor pricing, profitability, and guest feedback.
- Collaborate with owners on specials and promotions.

Customer Service

- Lead by example in delivering excellent guest service.
- Handle guest concerns promptly and professionally.
- Create a safe, welcoming, and inclusive environment.

Other Duties

- Seasonal setup and teardown of food and beverage departments and the lodge:
 - Winter prep: deep cleaning, winter signage, shelving, and café/lounge setup.
 - Summer prep/events season: full lodge deep clean (carpets, windows, bathrooms, kitchen, bar, coffee shop, woodwork, fans, beams).

Assistant Event Coordinator (April-October)

- Assist with planning, coordinating, and executing all aspects of events, including setup and cleanup.
 - Assist in creating floor maps to meet client expectations.
 - Communicate and coordinate with the Event Coordinator and staff to ensure successful execution.
 - Support client discussions on event scope, logistics, communication, and contingency planning.
 - Build and maintain positive client relationships to encourage referrals and repeat business.
 - Monitor event operations, troubleshoot issues, and identify improvements for efficiency and cost savings.
 - Schedule bartenders and bussers for events.
 - Foster a collaborative team environment and contribute to a positive work culture.
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Supervisor Responsibilities

- Directly supervises food & beverage staff.
 - Duties include interviewing, hiring, training, scheduling, directing work, evaluating performance, and administering discipline in alignment with company policies and laws.
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Competencies

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

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.

Project Management – Completes projects on time and within budget.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; continuously builds knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits feedback to improve service; meets commitments.

Interpersonal Skills – Focuses on solving conflict rather than blaming; maintains confidentiality; listens actively; keeps emotions under control; remains open to others' ideas and tries new approaches.

Oral Communication – Speaks clearly and persuasively in both positive and negative situations; listens and seeks clarification; responds well to questions; participates effectively in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; reads and interprets written information effectively.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to a positive team spirit; prioritizes team success over personal interests; builds morale and group commitment to goals.

Business Acumen – Understands business implications of decisions; aligns work with strategic goals.

Diversity – Demonstrates knowledge of EEO policies; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; supports building a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires trust; acts with integrity; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks accurately and on time; supports organizational goals and values; participates in activities that benefit the organization; supports affirmative action and respects diversity.

Judgment – Willingness to make decisions; exhibits sound and accurate judgment; explains reasoning for decisions; includes appropriate people in decision-making; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence; overcomes obstacles; measures self against standards of excellence; takes calculated risks to accomplish goals.

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.

Professionalism – Approaches others tactfully; reacts well under pressure; treats others with respect regardless of status; accepts responsibility for actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; seeks ways to improve quality; applies feedback to enhance performance; monitors own work for quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works efficiently.

Safety and Security – Observes safety and security procedures; determines appropriate actions beyond guidelines; reports unsafe conditions; uses equipment and materials properly.

Adaptability – Adjusts to changes in the work environment; manages competing demands; modifies approach or methods as needed; handles frequent changes, delays, or unexpected events.

Attendance/Punctuality – Consistently at work and on time; ensures responsibilities are covered when absent; arrives punctually for meetings and appointments.

Dependability – Follows instructions; responds to management direction; takes responsibility for actions; keeps commitments; works long hours when necessary; completes tasks on time or communicates alternate plans.

Initiative – Volunteers readily; engages in self-development; seeks increased responsibilities; takes independent actions and calculated risks; identifies and seizes opportunities; asks for and offers help proactively.

Innovation – Displays original thinking and creativity; meets challenges resourcefully; generates suggestions for improvement; develops innovative approaches; presents ideas effectively to capture attention.

Qualifications

Education & Experience

- High school diploma or GED required; Associate's or Bachelor's degree in Hospitality, Business, or related field preferred.
- Prior supervisory or management experience in food & beverage preferred.

Language Skills

- Ability to read and interpret policies, procedures, and business documents.
- Strong written and verbal communication skills.
- Comfortable presenting information to staff, managers, guests, and the public.

Mathematical Skills

- Proficient in calculating percentages, discounts, commissions, and inventory-related figures.
- Ability to apply basic accounting and algebra concepts.

Reasoning Ability

- Strong problem-solving skills in situations with limited standardization.
- Ability to interpret written, verbal, and visual instructions.

Computer Skills

- Proficiency with Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Experience using Canva for marketing/promotions.
- Familiarity with POS setup, including product and pricing management.

Other Requirements

- ServSafe Certification and Bartender Certification (or ability to obtain before season).
 - Strong leadership, organizational, and interpersonal skills.
 - Flexibility to work nights, weekends, and holidays.
 - Willingness to assist in hands-on operations as needed.
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Position Details

- Duration: Year-round
 - Schedule: Full-time, including evenings, weekends, and holidays
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Physical Demands

- Regularly required to stand, walk, bend, and lift.
 - Must occasionally lift/move up to 50 lbs.
 - Requires close, distance, and color vision, plus ability to adjust focus.
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Work Environment

- Fast-paced food service and event environment.
 - Exposure to kitchen equipment, cleaning chemicals, moderate to loud noise, and varying temperatures.
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Equal Opportunity Statement

Seven Oaks Recreation is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national

origin, ancestry, pregnancy status, sex, age, marital status, medical conditions, sexual orientation, gender identity or expression, veteran status, or disability status.