



THE COVE LAKESIDE RESORT & BONFIRE RESTAURANT

FOOD AND BEVERAGE MANAGER

Located in West Kelowna, British Columbia's beautiful Okanagan Valley, The Cove Lakeside Resort is looking for a full-time Food and Beverage Manager to join an exciting dynamic team. The successful candidate will be responsible to lead and develop a motivated and empowered Food and Beverage Team and provide a level of service, professional work standards and care that exceed guest expectations through organizing, planning, directing, and controlling all aspects that contributes to revenue maximization. He/she must also provide exceptional customer service in accordance to the Resorts core values, mission, standards and policies.

In addition, the position will also be accountable for a multitude of functions, including but not limited to:

- Review and post weekly event orders ensuring information is accurate and updated
Monitor weekly event orders ensuring updated information is noted and followed-up, making any necessary adjustments (e.g. scheduling of staff and ordering of linen and wine (set up yearly budget));
- Participate and execute weekly communication meetings summarizing future events and their details with all departments;
- Work in a respectful and teamwork oriented manner;
- Assist with preparation of documents for guest billing
- Be conversant with all liquor, fire and safety regulations as they apply to the operation of the resort and restaurant;
- Have a thorough knowledge of set up, layouts and maximum room configuration for a variety of banquet activities including meetings, conferences, exhibits, receptions and banquets;
- Assist with preparation of post event evaluation reports;
- Maintain systems & procedures to ensure consistent and courteous service provided to all guests;
- Maintain service standards and procedures including opening and closing duties, service and cleaning procedures for both banquets and the other food service outlets - performs regular, measured evaluation of these standards;
- Authorize and perform all Promo's, QSA's, and Voids- ensuring all food & beverage items are tracked with appropriate reasons;
- Assists with employee performance reviews;
- Provide proper and formal training and orientation for new hires - ensure frequent follow-up with new hires to provide additional direction and training as needed;
- Review sales information with Sales, Banquet Detailer and Managers to determine optimum menu mixes;
- Accurate record keeping of sales leads and update client database;
- Prepare and review monthly sales forecasts with Executive Chef, Sales Manager and Banquet Detailer;
- Build rapport with event conveners, ensuring each banqueting function is coordinated smoothly between the client and the restaurant/resort;
- Ensure that all work areas are maintained in a clean, organized and sanitary condition, meeting industry and WCB standards. Perform quality checks of restaurants, banquet room, outside patios and Cabana areas;
- preparation of the next function as required;



THE COVE LAKESIDE RESORT & BONFIRE RESTAURANT

Food and Beverage Manager Cont.

- Hold pre-service meetings to inform and familiarize standard of all function/service details;
- Participate in and help prepare for quarterly staff meetings to ensure staff is well informed of current events and procedures, and to allow opportunities for staff feedback and ideas to improve operations;
- Ensure complete and proper banquet function take down and organization of material in preparation of the next function as required;

Professional & Technical Knowledge and Skills

- Supervisory and business management skills;
- Quick evaluation and decision making skills;
- Ability to answer telephones in a friendly, professional and efficient manner;
- Knowledge of all menu items including food, wine, spirits and beer;
- Exceptional verbal and written communication skills;
- Ability to work with minimal supervision;
- Strong background in management principles;
- Sound background and knowledge of the Food & Beverage Industry;
- POS and excellent computer knowledge a must, including Microsoft Outlook, Word, Excel and Publisher;
- Positive and enthusiastic attitude;
- Exceptional guest experience and communication skills including Guest service resolution skills - Leadership in the areas of people and motivation;
- Ability to work efficiently and meet deadlines in a non-supervised position;
- Excellent organizational skills

The Cove Lakeside Resort is an equal opportunity employer who offers a competitive wage along with group benefits. Apply today to: chef@thecovekelowna.com

We thank all interested candidates for their application; only those selected for an interview will be contacted.