



# Charlotte Regional Visitors Authority Job Description

<b>Job Title:</b> Food and Beverage Manager	<b>Job Code:</b>	<b>Grade:</b> 11	<b>FLSA Status:</b> Exempt
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<b>Department/Location:</b> Food & Beverage – Bojangles' Coliseum and Ovens Auditorium	<b>Reports To:</b> Food Service Operations Manager
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## Who We Are

The Charlotte Regional Visitors Authority will leverage our hospitality marketing and management expertise to maximize the impact of the Charlotte Region's economy...creating opportunities and jobs for our community.

## Job Summary

The Food and Beverage Manager is responsible for managing the Bojangles' Arena and Ovens Auditorium food and beverage department and ensuring that all operations are carried out successfully.

## Essential Job Duties

- Maintains communication lines with facility management for effective event planning.
- Profiles upcoming events to determine concession, novelty, and catering needs.
- Works with promoters to determine needs of the client in regards to food and beverage.
- Maintains optimum standards of sanitation and safety in accordance with all applicable regulations.
- Ensures accuracy and accountability of all cash handling procedures of the food and beverage department.
- Schedules, trains and directs all food service staff for the two facilities.
- Completes payroll records of department staff.
- Administers weekly, monthly, and annual reports including sales, relocations, credit card, sales summary, accounts payable, accounts receivable and expense reports.
- Identifies marketing opportunities and develops strategies to achieve greater sales volume.
- Maintains proper inventory levels for scheduled events by working with warehousing staff.
- Ensures compliance with all NC ABC regulations.
- Builds menus with the Convention Center Chefs for catering provided to events held at Bojangles' Arena and Ovens Auditorium.
- Consistently works to develop menus for the concessions outlets providing offerings that are relevant and incorporate local regional flare.
- Develops a menu pricing strategy and is responsible for the selection of product to support that strategy.
- Develops a uniform and updated look for the staff and facility that incorporates the use of linens, uniforms, and décor materials.
- Monitors activities of employees to achieve set objectives; ensure adequate function staffing
- Investigates food quality and service complaints.

- Confers with customers and other personnel to determine menus and follow through with details concerning concessions and catering events.
- Develops department budgets, monitor food and labor costs on a daily basis, establish vendor relationships, maintains proper inventory levels, and ensuring the cleanliness of all food outlets.
- Ensures all company programs and specifications are implemented and adhered too.
- May perform other duties as required.

### **Scope of Responsibility**

- This job has some budgetary responsibilities.
- This job will have periodic access to confidential data including financial statements, company records and/or minutes, customer quotes, and company plans, designs, and programs.

### **Supervisory Responsibility**

- This person is expected to manages 2 full time managers (which will be posted in FY16) who supervise up to one hundred employees in the Food & Beverage Department during events. Is responsible for the overall management, coordination, and evaluation of catering and concession employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

### **Knowledge and Skill Requirements**

- **Language Ability:**  
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Math Ability:**  
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Reasoning Ability:**  
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- To perform this job successfully, an individual should have knowledge of the Microsoft Office suite; Food Service equipment; and Two-way radio.

### **Education and Experience**

- Bachelor's Degree in hospitality or business and at least five years related experience in an Arena, Coliseum, Theater environment in which food and beverage and/or training is involved; or equivalent combination of education and experience. Prior supervisory experience is required. Event Management Business System experience is strongly preferred.

### **Physical Demands**

- The employee must regularly lift and /or move up to 40 pounds.
- Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to stand, walk and climb stairs.

**Work Environment**

- The noise level in the work environment is unusually loud at times and some events utilize strobe lighting and other mood enhancing devices.

**Travel Required**

- This job has limited travel requirements.

**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.**

<b>Prepared By:</b>	<b>Title:</b>	<b>Date:</b>
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<b>Immediate Supervisor:</b>	<b>Title:</b>	<b>Date:</b>
<b>Manager/Director:</b>	<b>Title:</b>	<b>Date:</b>
<b>Executive Team Member:</b>	<b>Title:</b>	<b>Date:</b>
<b>Human Resources Generalist - Compensation:</b>	<b>Title:</b>	<b>Date:</b>