

Position: Outlet Manager

Status: Full Time

Type of Position: Salary



ESSENTIAL FUNCTIONS:

- This position is responsible for supervising and coordinating of the Charleston Harbor Resort and Marina Food and Beverage operations.
- Reports to the Director of Food and Beverage.
- The Outlet Manager will be responsible for managing and maintaining budget costs, driving revenue in all outlets through promotions, networking, local marketing, etc.
- Ensure compliance with all Food and Beverage policies, standards and procedures by training, supervising, follow-up and hands on management.
- Controls all cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies.
- Prepares all necessary paperwork including but not limited to, closing forms / procedures, reports and schedules in a timely manner.
- Ensures that all products are received in correct unit counts and condition.
- Maintains service, food handling and sanitation standards in all outlets both FOH and BOH.
- Ensures that all guests feel welcome and are given responsive, attentive and over the top service that exceeds guest expectation while adhering to all standards.
- Ensures compliance with all local, state and federal (OSHA, DHEC) regulations.
- Ensures all staff understand local, state and federal liquor laws, monitors alcohol beverage service in compliance with local laws.
- Ensures that daily line ups are being completed and service focus points are updated weekly.
- Able to facilitate standard inspections, including but not limited to, grooming, service, room appearance. Able correct any standards not being met.
- Coordinates the booking and execution of large groups and private events with the guest and or sales team.
- Trains employees in accident prevention and ensures all employees understand and complies with the loss prevention policies to prevent accidents and control costs.
- Completes bi-weekly payroll, schedule completion and nightly check outs.
- Effectively investigates reports and follows-up on employee and guest incidents.
- Proactively solicits guest feedback of their dining experience through table touches.
- Communicates with BOH throughout service to ensure preparation for the business.
- Interview, train, motivate and discipline employees to ensure appropriate skills are used to meet the needs of the operation.
- Responsible for adhering to orientation and training program for employees.
- Uses all available resources and on the job training tools for employees, implements and manages training initiatives and conducts job performance reviews as necessary.
- Utilize an “open door” policy and address employee problems or concerns. Ensure resort policies are administered fairly and consistently. Ensure disciplinary procedures and documents are completed and originals are provided to HR.

REQUIRED SKILLS:

- Decision-making is critical for maintaining a high-quality experience for guests while maintaining safety, cleanliness and cost control as well as following DHEC requirements and standards.
- Ability to read and interpret documents
 - P&L
 - Payroll Systems
 - Scheduling

- Order Guides
- Inventory Sheets
- Physically able to bend, lift over 50 pounds and fulfill other physical demands as required for essential job responsibilities. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.
- Ability to navigate and program operating systems including OPENTABLE, MICROS POS Systems.

POSITION REQUIREMENTS:

Education: College or Hospitality degree preferred from established school and/or 5 years of experience and/or training; or equivalent combination.

Experience: Minimum 2 years Management Experience in high volume Food and Beverage Operation
Upscale Hotel, resort or restaurant
AAA or Forbes Experience Preferred

Licenses or Certificates: Driver's License
ServSafe Preferred
TIPS Preferred

The preceding is an abbreviated description of the basic job duties for the *Outlet Manager* position at Charleston Harbor Resort & Marina. You may be called upon to perform other duties as well, as management sees fit and by no means are you limited to just the described duties.

Signature: _____ Date: _____