

JOB POSTING

Job Title: Director of Food & Beverage

Job Status: Permanent – Full Time

Start Wage: \$90,000 per annum

Summary of Position:

If creating memories and being part of an exceptional guest experience appeals to you, you may be interested in joining the outstanding leadership Team at the Inn at Laurel Point. The Director of Food & Beverage is responsible for the long-range planning as well as the daily operations of all aspects of the F&B division.

Responsibilities:

- Oversee the daily operations of Aura Waterfront Restaurant & Patio, In-Room Dining, Duo Bakery, Banquets and Culinary and the supervision of the colleagues and leaders within these F&B Outlets
- As a member of the Hotel's Senior Leadership team, provide leadership in accordance with the Hotel's vision and values
- Ensure service standards in all areas of responsibility are adhered to and improved to continually exceed the guest's expectations
- Approve food menus and food presentation in consultation with Executive Chef
- Approve beverage menus and beverage presentation in consultation with Restaurant and Banquet Manager
- Forecast business levels and schedules accordingly to ensure guests' expectations are exceeded while budgeted profit margins are achieved
- Ensure schedules, payroll, and forecasts are completed in the appropriate times
- Complete payroll and expense budgets for all areas of responsibility and that those expenses are in accordance with the approved financial plan and forecasts
- Expense management – ensure all expenses (labour and operations) are controlled to achieve maximum profitability
- Actively participate in inventory controls to ensure team members have the required equipment and products while the hotel's expenses are kept in line
- Implement and review processes and systems to ensure costs and inventories are maintained
- Responsible for the appearance, orderliness, cleanliness and proper set up of the F&B Outlets
- Actively participate in the design and implementation of marketing initiatives to drive business levels
- Solicit, sell, book and execute special events within the F&B Outlets

- Administer and foster a service enhancement culture through suggestive selling
- Constantly seek ways to build customer/guest loyalty and improve guest recognition programs
- Resolve and handle customer complaints, including follow up in a timely manner
- Liaise with other departments to ensure the guest's expectations are exceeded
- Ensure the POS is properly maintained and utilized to full potential
- Ensure colleagues follow all Hotel's policies and procedures, including Health and Safety, house rules and the collective bargaining agreement
- Develop colleagues via facilitation of hotel and departmental training programs on service standards, selling techniques, and food and beverage education to consistently raise the bar for service and preparation standards and sales objectives
- Ensure completion of probationary and annual performance appraisals for all areas of responsibility
- Performance manage colleagues, including coaching and disciplining, and resolve any colleague issues
- Conduct regular departmental meetings
- Participate in and contribute to management meetings
- Any other general duties

Job Requirements:

- Minimum of 5 years management/supervisory experience in hospitality Food & Beverage Management
- Sound working knowledge of Microsoft Windows applications
- Valid Food Safe Certificate required
- Serving It Right Certificate required
- College/University degree in related discipline an asset
- Previous upscale casual or fine dining restaurant experience
- Previous banquet experience
- Inventory management experience (maintaining, counting, tracking & ordering)
- Sound product knowledge of food, wine and spirits with a proven ability to sell
- Proven ability to lead and motivate colleagues
- Experience in a unionized environment an asset
- Passion for guest service with excellent interpersonal skills and professional demeanor
- Excellent written and verbal communication skills
- Excellent time management skills and a resourceful personality
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Must possess a high level of attention to detail and accuracy
- Understands the importance of creating a fun and rewarding work environment
- Ability to work varying shifts weekdays, weekends, and statutory holidays
- Must be legally permitted to work in Canada
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: General Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!