

SEE ROCK CITY, INC.
JOB DESCRIPTION

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| Title: ROCK CITY GARDENS SENIOR MANAGER OF FOOD & BEVERAGE | Team: Food and Beverage |
| Reports to: Director of Food and Beverage | Status: Full-Time, Exempt |

Summary

The Rock City Gardens Senior Manager of Food and Beverage manages all food service operations within Rock City Gardens. This includes leadership of the teams across the property with food service operations including Café 7, Big Rock Grill, Cliff Terrace, group meals, and seasonal stands food operations. Under the direction of the Director of Food and Beverage the Rock City Gardens Senior Manager of Food and Beverage is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times., displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Effectively leads team to success by directing, motivating, coaching, counseling, and fostering an environment of accountability to organizational standards and expectations, including utilization of proper documentation/feedback forms, as well as other appropriate means.
- Prepares the budgets (payroll, expense, etc.) for all Rock City Gardens food operations in coordination with Director.
- Creates weekly work schedule to ensure appropriate coverage of shifts/operations.
- Proactively manages labor during changing business needs to ensure the Rock City Gardens food team stays within budgeted parameters and overtime is kept to an absolute minimum.
- Approves weekly payroll and completes monthly hour transfers.
- Monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service, including knowledge of food preparation and presentation, food safety, beverage/bartending operations, opening/closing procedures, proper cash handling and register usage.
- Manages/oversees the operations at all onsite locations to ensure it is kept clean and orderly and is operating efficiently including all front of house and back of house operations.
- Coordinates caterings booked in the Big Rock Grill, Café 7 and Pavilion.
- Implements menus at all food service locations within Rock City Gardens.
- Maintains Cost of Goods at or below established parameters.
- Manages portion control.
- Interacts with the Accounting Team to ensure that Rock City remains on good terms with vendors by prompt payment of any invoices.
- Monitors cash over/shorts and reconciles discrepancies with the Accounting Team.
- Attends monthly Management meetings, and may serve as Manager on Duty (MOD) as needed.
- Performs other duties as assigned by management.

Qualifications

- Bachelor's degree in Hospitality Management, Business Management or related field of study preferred.
- Minimum three years' experience in high-quality, full-service restaurant environment required.
- Previous leadership experience in restaurant/food service environment required.
- Ability to supervise and manage up to 15 partners.
- Models appropriate guest and partner interaction at all times.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Recipient of Serv Safe Certification.

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- Ability to convey a conservative and professional image to guests.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public. Ability to read & analyze business correspondence. Ability to develop and write reports.
- Proficient in Microsoft Office Suite; experience with Point-of-Sale software preferred.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.