

## Sunburst Hospitality Corporation Job Description

**Job Code:** 50160  
**Job Title:** Food & Beverage Director  
**FLSA Status:** Exempt  
**Prepared Date:** July 2003  
**Reports To:** General Manager

**SUMMARY:** To supervise and coordinate all Food and Beverage Department activities of hotel in order to ensure the highest standards of guest satisfaction.

**QUALIFICATIONS:** To perform this job successfully, the individual must be able to **perform each essential duty and responsibility in a safe and satisfactory manner**, and the individual must be **punctual** and **have a good attendance record**, and **have reliable means of transportation to work**. 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.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

- Supervises and motivates all Food & Beverage department staff. Carries out supervisory responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Establishes and maintains a pro-active human resource function to ensure both employee motivation as well as adequate training and development.
- Assigns duties and shifts to Food & Beverage department staff. Ensures all food and beverage department staff receive adequate training. Observes and coaches food and beverage department staff performance to ensure adequate services and adherence to Company policies and procedures and established food and beverage department procedures. Implements timely and effective corrective actions when necessary.
- Ensures that food quality, service and merchandising meets or surpasses profit plans.
- Coordinates the activities of the department with the other operating departments in order to provide the best possible customer service. Develops and maintains good working relationships with other hotel departments.
- Creates and/or reviews food and beverage lists submitted by the restaurant/kitchen manager to determine that sufficient food items and supplies are ordered weekly.
- Analyzes information concerning facility operation such as daily food sales, patron attendance, and labor costs to prepare budget and to maintain cost control of facility operations.
- Inspects and tastes prepared foods to maintain quality standards and sanitation regulations.
- Develops and implements sales strategies, marketing plans and budgets for the Food & Beverage department.
- Evaluates and understands market position while identifying new potential revenue opportunities.
- Keeps informed of current and future policies, trends and information affecting the business and potential competition and their business strategies.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES continued:**

- Establishes and maintains a cost monitoring process, profitability analysis system and sanitation self-audit program.
- Establishes a guest comment/feedback program.
- Inspects food service facilities to ensure that equipment and facilities meet requirements of state and local health laws and internal regulations.
- Adheres to and enforces all state and local safety, sanitation and health laws, standards and regulations.
- Manages in compliance with both company policies and procedures as well as local, state and federal laws and regulations, including OSHA.
- Determines and evaluates agencies and suppliers of record, and negotiates contract terms and conditions for major services.
- Understands hotel's MANAGER ON DUTY PROGRAM, following MOD Manual guidelines and Risk Management Manual procedures when responding to incidents.
- As required of all hotel associates, assists any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.
- Other duties and responsibilities as assigned.

**EDUCATION and/or EXPERIENCE:**

- Absent extraordinary prior on-the-job experience, the Food & Beverage Director position requires a High School diploma *or* general education degree (GED) and *preferably* either a two year business degree *or* a four year business or liberal arts degree (or equivalent combination of education and experience).
- Requires an occupationally-significant combination of vocational education, apprentice training, on-the-job training, and essential experience in less responsible hotel and/or restaurant skill level and management positions.

**COMPUTER SKILLS:** Must have sufficient computer skills that will allow the Food & Beverage Director to be able to use, in a proficient manner, all Company-issued software programs implemented at the hotel that the Food & Beverage Director must use on at least an occasional basis, including but not limited to the following: **Microsoft Word; Microsoft Excel; Payroll** programs (as applicable); Company-issued **internet browser** programs; and Company-issued **electronic mail** programs. [NOTE: Company-issued software programs implemented at a particular Sunburst hotel may be changed from time to time; the Food & Beverage Director is required to learn the new programs and upgrades as soon as practicable after such items are provided to the hotel.]

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**REASONING ABILITY:** *Must have developed reasoning abilities to the point to be able to:*

- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Use mathematical skills to interpret financial information and prepare budgets.
- Read and interpret business records and statistical reports.
- Make business decisions based on production reports and similar facts, as well as on your own experience and personal opinions.

**LANGUAGE SKILLS:** *Must have developed language skills to the point to be able to:*

- Read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals, newspapers, periodicals, journals, and manuals.
- Write routine reports, correspondence, business letters, summaries, and reports in English using prescribed format, and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to speak effectively in English before groups such as customers or employees.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk and hear; and taste and smell. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 30 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. The employee must be able to operate standard food and beverage equipment in a safe manner, including but not limited to, beverage makers, hot boxes, can openers, toasters, folding tables, and chafing standards. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ENVIRONMENTAL CONDITIONS:** *Inside:* Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to *work effectively in a stressful environment, communicate effectively with others, effectively deal with difficult or dissatisfied patrons, and accept constructive criticism from supervisors.*
- Must be able to *change activity frequently and cope with interruptions.*
- While performing the duties of this job, the employee is *frequently exposed to extreme hot and cold conditions.*
- Must be able to work according to a set schedule *including weekends and holidays as required.*

**IMPORTANT NOTE:** *Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name – Printed

\_\_\_\_\_  
Date

*Note to General Manager: please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.*