



Job Description

Department: 31 Food & Beverage
Position Title: **320 320 – F&B Supervisor**
Reports to: Food & Beverage Manager
VP Guest Services
GM/COO

Position Summary: The position Food and Beverage Supervisor works closely with the Food & Beverage Manager to ensure the smooth daily operation of Monarch Mountain's Sidewinder Saloon, Gunbarrel Cafeteria, Java Stop and Elmo's, ensuring that every guest has the best possible food and food service experience by providing excellent customer service directly; as well as through every staff member. The essential functions of this position include:

1. Be an effective leader within the guidelines of department and company policies, procedures, and values in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Ensure all forms, tracking, verifications, and necessary documenting are executed and accurately completed in a timely manner. This includes, though is not limited to scheduling requests, training and disciplinary documentation, payroll and time-keeping, ordering, invoicing, inventorying, daily accounting, and other reporting as prescribed.
3. Advise in the hiring of department A-Team employees.
4. Schedule department staff for efficient coverage of department functions based on projected skier budget. Adjust to actual requirements as appropriate. Cover positions as necessary.
5. Perform initial and ongoing training of departmental staff.
6. Ensure ordering, receiving, and inventorying is completed on time and accurately.
7. Provide timely employee feedback, and contribute to producing qualitative performance reviews of department A-Team staff.
8. Be aware of and assist in staying within budgetary constraints; offer input for next season's budget proposal.
9. Offer input for departmental capital requests.
10. Work in conjunction with other departments as part of the Monarch team.
11. Assist in the development and maintenance of training materials, manuals, checklists and other documents necessary for the success of the department.
12. Prepare and assist in the oversight of department personnel in the event of an emergency, as instructed by your supervisor.
13. Provide professional solutions and courteous assistance in problem solving for both guests and employees.
14. Monitor and maintain the condition of department supplies, products, properties, and facilities.
15. Oversee all operations and staff of the Food and Beverage department at the direction of the Food and Beverage Manager.
16. Create and maintain recipes for all of Monarch's house made items.
17. Ensure consistency and quality of all products.
18. Communicate with Manager and Assistant Supervisor on a daily basis, and have a system of communication to cover days off to ensure proper information flow.
19. Ensure that all Health, OSHA, and Building Codes are met to the highest standard.
20. Ensure that Monarch remains in compliance with all liquor laws and trains staff accordingly, both with initial and ongoing training.
21. Run daily morning meetings to disseminate and receive information to ensure good ongoing pathways of communication and ongoing training.
22. Maintain good staff morale, resolve disputes amongst staff, and maintain clearly understood policies and procedures that are uniform, clearly communicated, and followed by all staff.
23. Create the correct atmosphere in every venue by making sure that daily and weekly cleaning projects are done, music and televisions are set to appropriate stations, customers behave in an appropriate manner, and employees look and behave in a professional manner.
24. Assist Manager and IT personnel in maintaining POS hardware and software, phones, and other devices. Inform Manager and VP of Guest Services of any and all issues via email.

25. Assist in maintaining all equipment in proper working condition; apprise F&B Manager of any equipment not in good, safe, working order; and take proper steps necessary to repair or replace equipment as needed.
26. Assist the Food & Beverage Manager with menu creation and offer input for daily or weekly specials.
27. Assist in the promotional marketing of Monarch as it pertains to the Food and Beverage Department, especially in regards to promotion of daily or weekly specials and special events.
28. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education, and physical demands required to perform the essential functions of this position.

Requirements Relating to Knowledge, Skills & Abilities:

1. Ability to maintain a good attitude, set a positive example, and work well with guests and other employees.
2. Ability to speak clearly and pleasantly, and communicate in the English language.
3. Ability to take direction and follow procedures.
4. Ability to train others and give direction in a non-condescending manner.
5. Awareness of surroundings and the ability to identify and respond quickly to situational needs.
6. Good reading and writing skills in the English language.
7. High degree of computer literacy including Microsoft Office, website navigation, and restaurant software.
8. Ability to recognize and maintain confidentiality of sensitive materials and situations, including confidentiality of all customer information.
9. Must always present a professional appearance.

Requirements Relating to Education, Certifications & Experience:

1. Colorado Driver's License and good, company insurable driving record preferred.
2. Must have a minimum of five years' experience in Restaurant and/or Food Service Management.
3. High School diploma or GED required.
4. Must have two years' experience in back office food administration including invoicing, inventorying, and cost management.
5. Must have managed a staff of ten or more employees.
6. Colorado Responsible Alcohol Vendor Training Certification and TIPS Certification required. This requirement may be fulfilled mid-season.
7. ServSafe Certification preferred.
8. Must be a legal citizen of the United States or possess other proper work permit authentication.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as scheduled.
2. Must be available by phone when off-duty.
3. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
4. Must be able to walk or move around for extended periods of time.
5. Must be able to repeatedly lift small to intermediate weight (30 lbs.).
6. Must be 21 years old or older.