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## Food & Beverage Manager – Red Lion Hotel & Conference Center Pasco

### Description

Eternal Hotels™ is a national hospitality company primarily engaged in the management and ownership of upscale, midscale and economy full service and select service hotels & restaurants.

Our portfolio brand family includes franchised properties from Red Lion Hotels, Best Western Hotels, Intercontinental Hotels Group, Choice Hotels, and select unbranded properties.

### Summary/Objective

The Food & Beverage Manager is expected to deliver a high-quality experience to our guests and motivate our staff to ensure excellent customer service. This position will be responsible for maintaining quality and increasing profitability. Exceptional management skills and a strong understanding of customer service are a must. The Food & Beverage Manager will be responsible for managing staff and daily operations of the Grizzly Bar and Seasons Restaurant, menus, room service, work with alcohol & F&B vendors to order product, and help book entertainment and events.

### Responsibilities

#### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversees food preparation, ensuring compliance with health, safety, food handling, and hygiene standards.
2. Oversees daily management of The Grizzly Bar, Seasons Restaurant, Bin20 Wine Bar, and Room Service.
3. Ensures customer satisfaction with all aspects of the restaurant and dining experience.
4. Handles customer complaints, resolving issues in a diplomatic and courteous manner.
5. Ensures compliance with alcoholic beverage regulations.
6. Estimates food and beverage costs.
7. Manages inventory and purchases food and supplies.
8. Conducts daily inspection of restaurant and equipment to ensure compliance with health, safety, food handling, and hygiene standards.
9. Periodically evaluates restaurant equipment for repairs and maintenance; schedules for service.
10. Collaborates with the Executive Chef to develop menus, prices and analyze marketing conditions.
11. Works with Marketing to coordinate marketing and advertising to ensure growth of business levels each year.
12. Maintains sales records and tracks cash receipts.
13. Prepares and submits operations reports and other documentation requested by the Hotel General Manager.
14. Assists in the booking of entertainment (Karaoke, DJ's, Bands, Shows)

### Hiring organization

Red Lion Hotel & Conference Center Pasco

### Employment Type

Full-time

### Duration of employment

Year Round

### Industry

Hospitality

### Job Location

2525 N 20th Ave, 99301, Pasco, WA, USA

### Working Hours

Open availability

### Date posted

December 1, 2021

### Valid through

24.11.2021

15. Performs other duties as assigned.

## **Competencies**

1. Strategic Thinking.
2. Business Acumen.
3. Thoroughness.
4. Leadership.
5. Communication Proficiency.
6. Presentation Skills.

## **Supervisory Responsibility**

1. Hires and trains restaurant staff.
2. Organizes and oversees the staff schedules.
3. Conducts performance evaluations that are timely and constructive.
4. Handles discipline and termination of employees in accordance with hotel policy.

## **Work Environment**

The Food & Beverage Manager works in the multiple establishments within the Hotel. They spend most of their shifts moving between the front of house and the kitchen. They may also spend some time working in an office when creating rosters, interviewing new employees and strategizing about the restaurant's direction. As restaurants serve customers in the evenings and weekends, restaurant managers often work long hours. They often work evenings, weekends, and holidays. The work can be hectic, and dealing with dissatisfied customers can be stressful.

## **Physical Demands**

1. Ability to traverse all parts of the restaurant quickly.
2. Prolonged periods sitting at a desk and working on a computer.
3. Must be able to lift 25 pounds at times.

## **Qualifications**

### **Required Education and Experience**

1. 5+ years of restaurant management experience with a bar required.
2. High school diploma or equivalent required.
3. Previous restaurant experience required.
4. Ability to obtain Food Handlers Card.
5. Ability to obtain MAST Washington State Permit.

### **Preferred Education and Experience**

1. Post-secondary education or suitable combination of continuing education and 5+ years of restaurant management experience.

## **Job Benefits**

We offer a generous benefits and compensation package.

## **Contacts**

### **Additional Information**

All your information will be kept confidential according to EEO guidelines.

## **An Equal Opportunity Employer**

Equal access to programs, services and employment is available to all persons.

Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 547-0701 or via email at [hredlion@eternalhotelsllc.com](mailto:hredlion@eternalhotelsllc.com).