

Rolling Hills Zoo Job Description

Job Title: Food & Beverage Manager
Reports To: Executive Director
Job Summary: To oversee all aspects of food & beverage management at Rolling Hills Zoo



General Duties and Responsibilities:

- Member of the Zoo's leadership team
- Demonstrates a commitment to the Zoo's mission statement and core values.
- Performs duties in a service-oriented manner.
- Demonstrates a commitment to maintaining a healthy work environment.
- Recognizes the needs of others and treats others with respect and dignity.
- Maintains good work habits and adheres to all policies and procedures.

Key Duties and Responsibilities (including but not limited to):

- Responsible for hiring, training, and supervising all staff at the Overlook Restaurant, those involved in food service for special events, and catering staff for the Conference Center.
- Responsible for the efficient staffing of all food and beverage services.
- Responsible for all food and supplies inventory for the Restaurant, Conference Center, and the Zoo in general.
- Will prepare weekly and monthly inventory reports.
- Will comply with all Food & Safety Regulations and educate staff accordingly
- Responsible for review of monthly Profit and Loss statements with the Executive Director.
- Responsible for counting down pans and preparing daily paperwork.
- Will ensure all payables are turned into Accounts Receivable in a timely manner.
- Will work closely with the Events Manager on all Conference Center events, group visits, field trips, and all other special events.
- Responsible for food preparation and food service for the entire Zoo.
- Will oversee the daily cleaning of the restaurant, restaurant restrooms, and patio area at the Overlook Restaurant.
- Will oversee cleaning of the catering kitchen and service areas at the Conference Center, following use.
- Responsible for guest service and satisfaction, always striving to provide a quality product in an efficient and courteous manner.
- Will appropriately respond to guests' complaints, criticism, and suggestions. Will diplomatically deal with disgruntled or irritable guests and seek assistance when necessary.
- Will order food, beverages, and supplies appropriate to group size to ensure maximum profit.
- Will seek new ideas for menus, recipes, and food presentation to maintain a quality product and a positive guest experience.
- Other duties of a similar nature as otherwise assigned.

Necessary Skills:

- Experience in restaurant management.
- Knowledge of the local health codes and their requirements.
- Strong communication and team-building skills.
- Able to develop menus and recipes appropriate to the event.
- Strong computer skills.
- Must be able to multitask.
- A valid driver's License