



POSITION: Food & Beverage, Restaurant Manager
REPORTS TO: Assistant Director of F&B, & Director of F&B
DEPARTMENT: Food & Beverage
FLSA STATUS: Exempt

POSITION SUMMARY: Under the general supervision of the Director of Food & Beverage, this position is responsible for ensuring that the restaurants operate efficiently and profitably while maintaining reputation and ethos. This requires coordinating multiple activities at once, while maintaining high standards of food, service, health & safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following. Other duties and responsibilities may be assigned.

- Planning, assigning, and directing work for restaurant employees.
- Oversees restaurant operations with a running staff of 30-50 employees at the facilities.
- Maintaining labor costs by adhering to schedules in accordance with forecasted sales revenues and budgets.
- Attention to detail and consistency in every aspect of service is a must.
- Position is very hands on with excessive interaction with staff and customers during events.
- Maintain and monitor all appearance and grooming standards for proper uniforms.
- Maintain equipment inventory to include flatware, china, glassware, and linen needed for efficient levels of operation.
- Order food and supplies, as needed for events, working closely with culinary team.
- Complies with Health Department rules and regulations.
- Manage restaurant staff and provide them with feedback during events.
- Respond promptly to any customer complaints to ensure the guest is satisfied and will return in the future.
- Analyzing and planning restaurant sales levels and profitability.
- Preparing reports at the end of the restaurant shift to include staffing, food cost, and sales.
- Ensure that all guests are welcomed to the restaurant and are greeted with a warm smile.
- Ensure that table seating and reservations are taken and executed in a timely manner.
- Recruit, train, and motivate a top notch restaurant staff.
- This position will support other departments and events within the Food & Beverage division when the restaurants are not open for operation.
- Responsible for profitability, equipment maintenance, overall appearance, & the physical inventory of all items within the restaurants at the facilities.

Supervisory Responsibilities:

This position directly supervises one or more F&B restaurant employees in the F&B department. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning assigning and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Education and/or Experience:

- Bachelors Degree in Restaurant Management, Business, or related field preferred.
- Minimum of two (2-3) years in a management capacity in full service restaurant environments or related equivalent of quick service and full service restaurant experience.
- At least two (2) years managing personnel, operating, and inventory budgets. .

CERTIFICATES, LICENSES, REGISTRATIONS:

- ABLE commission alcohol beverage permit within 30 days
- Serve Safe Certification permit within 30 days

COMPUTER SKILLS

- Operate a personal computer using Windows and Microsoft Office software.
- Operate standard office equipment including copier, typewriter and fax machine.
- Some experience with MICROS, QUEST, INFOGENESIS, ALOHA, or other point-of-sale system.

Knowledge, Skills and Abilities:

- Positive, customer service oriented attitude at all times.
- Strong knowledge of sanitary practices.
- Knowledge of full service restaurant operations & terminology.
- Knowledge of POS operating systems.
- Ability to manage staff effectively to service the needs of all team members.
- Promptness and efficiency of all actions.
- Maintains proper grooming and dress code standards.
- Ability to work with other staff members in the facility.
- Ability to undertake and complete multiple tasks.
- Attention to detail.
- Must have ability to follow directions and effectively perform the work.
- Must have a pleasant personality and a neat appearance.
- Must speak and understand English well enough to converse with customers, supervisors and employees

PHYSICAL REQUIREMENTS – The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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

- Constant standing and walking
- Manual dexterity to handle coins, currency and tickets.
- Repetitive motion of the wrists, hands, and fingers.
- Occasional stooping and bending
- Repetitive motion of the wrists, hands, and fingers.
- Exerting up to 50 pounds of force rarely, and /or up to 15 pounds of force occasionally, and/or up to 30 pounds of force frequently.

WORKING ENVIRONMENT

- May be exposed to vibrations during events caused by extreme noise.
- May be exposed to strobe lights/lasers during events.
- Moderate to extreme exposure to noise during events.

HOURS OF WORK AND TRAVEL REQUIREMENTS:

- Travel negligible
- Shifts vary – Required to work any shift needed (as scheduled or determined by management)
- Ability to work irregular hours, including nights, weekends, and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

Submit Resume & Cover Letters including salary requirements to:

Jake Stieber, Human Resources Manager
Chesapeake Energy Arena-Cox Convention Center
One Myriad Gardens
Oklahoma City, Ok. 73102
hrrsmg@chesapeakearena.com
Fax No. (405) 605-8037
Phone (405) 602-8516

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.