



Food & Beverage Concessions & Event Manager

JOB DESCRIPTION

DATE LAST REVIEWED: June 10, 2024

CLASS CODE: 117

FLSA: Exempt

JOB SUMMARY

Performs management-level functions for Vail Recreation District's (VRD) food and beverage department, including concessions, special events, and vending at the Dobson Ice Arena and Ford Park, working closely with the food and beverage staff to ensure high-quality products and outstanding customer service.

DISTINGUISHING CHARACTERISTICS

The Food and Beverage (F&B) Concessions and Event Manager (CEM) is the management-level classification responsible for servicing of all VRD concessions and special events. This classification requires specialized knowledge of terminology, procedures, and practices used to operate concessions and execute F&B special events.

This class is distinguished from the manager-level food and beverage general manager by the latter class's greater authority to manage, administer, and supervise all teams of the food and beverage division.

SUPERVISION RECEIVED AND EXERCISED

Reports to the F&B Director and works under limited supervision as a manager responsible for concessions, special events, and vending in the F&B division. Incumbent typically works alone on routine or regular work assignments and operates under direct supervision for assignments that are non-routine or deviate from established processes and procedures/policies.

Supervises the following positions: Ford Park concessions staff, Dobson concession staff, Event F&B staff

EXAMPLES OF DUTIES AND RESPONSIBILITIES

The following examples are intended to describe the general nature and level of work performed by personnel assigned to this classification. Any one position in this class may not perform all the duties listed below, nor are the duties described intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

Duties may include, but are not limited to, the following:

- Provide leadership and oversight for all VRD concessions and events at Dobson Ice Arena and Ford Park
- Ensure venues are set up with F&B infrastructure per the requirements of the contract
- Purchase, organize, rotate and inventory product.

- Provide excellent customer service, by being attentive, professional, helpful, and courteous to guests, staff, and board of directors of VRD
- Responsible for supervisory functions of assigned employees, including hiring, training, performance management/appraisal, professional development, personnel action recommendations and determinations
- Hold a “pre-event” or “pre-shift” staff meeting to ensure all staff have assignments and understand how the event will be executed
- Ensure staff has proper training certification for serving alcohol if required
- Ensure staff provides a high level of customer service and safety awareness through training and staff development
- Develop and implement cleaning and sanitation best practices for both front and back-of-house operations
- Communicate with staff regularly, and schedule, attend and/or lead meetings to ensure staff has timely and accurate information about upcoming events, timelines, food and bar details, as well as discussion on execution at past events and improvements needed with emphasis on customer service and food/drink presentation, quality and safety
- Serve as manager on duty as needed, responsible for opening and closing the building, ensuring facility cleanliness, safety, and security; proper assessment, resolution, and documentation of property damage, equipment failure, guest complaints, etc., and escalation to senior management as needed
- Provide documentation for any issues or incidents involving guests, employees, and co-workers
- Develop, maintain, and reporting for labor percentage and budgets
- Financial reporting including daily reporting, maintaining managers' log, inventories, budget development, and variance reports.
- Monitor revenue and expenses throughout the year, highlighting areas of fiscal concern, and perform trend analysis of department budget through variance reports
- Maintain Cost of Goods Sold (COG) with personal responsibility for beer, wine, and liquor
- Maintain Point of Sale (POS) system to input goods and services accurately and efficiently
- Develop, implement, and maintain F&B menus, services, and pricing, including but not limited to concession and satellite food service, beer selections, wine lists, and liquor tiers
- Maintain professional relationships with promoters, coordinators, and vendors operating at the VRD venues
- Monitor and draft invoices
- Participate in weekly or bi-weekly F&B and event meetings led by the F&B Director or Group Sales Manager, and become fluent with the goods and services required to execute contracted events
- Collaborate with Group Sales Manager to ensure that contracts, event orders, set-up diagrams, and event calendars are accurate and timely for event operations, and develop strategies for growing the group sales business
- Coordinate with VRD Marketing Department to ensure that online presence, brochures, and menus are up-to-date and accurate
- Collaborate with VRD Sports Department to ensure that all F&B needs are being met and identify opportunities for revenue growth and improved guest satisfaction
- Work with building maintenance staff to ensure that all venues and equipment are safe, functioning, clean, and meet all guest standards.
- Maintain VRD vending machines at the ice arena year-round and all other vending machines in other VRD venues during the summer season

- Assist F&B staff in other areas of operations at the Grill on the Gore Restaurant, Golf Starter Haus, Beverage Cart, and Gore Range Room events when needed
- Perform other assigned duties

To perform these functions, incumbents must typically possess:

Knowledge of:

- All venues and goods and services available at VRD and upselling strategies
- Best practices in food safety
- Principles of effective supervision and team leadership to engage, motivate and develop staff, with particular emphasis on seasonal staff

Ability to:

- Communicate effectively both verbally and in writing
- Establish and maintain highly effective working relationships with colleagues, managers, members of the public, agency representatives, and others encountered in the course of work
- Use tact, discretion, confidentiality, and diplomacy when addressing sensitive situations, personnel matters, and/or concerned customers
- Maintain composure and continue to work effectively despite interruptions, equipment failures, unusual demands, and/or changing priorities
- Reflect the organization's mission, vision, and values by working independently and collaboratively in a team-based environment, while demonstrating a strong work ethic, professional behavior, and a positive attitude
- Write, read, and execute contracts and banquet event orders
- Read and understand budgets and profit and loss statements
- Use and operate golf cart and company van
- Use and maintain banquet and event software tools
- Operate standard computer applications such as Microsoft Word, Excel, Adobe, Access, Outlook, POS system, as well as basic office equipment such as computer, printer, and copy machine
- Use point-of-sale system for transactions and other software for tracking events and creating event floor plans

MINIMUM REQUIREMENTS

Education and Experience:

Any combination of education, experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Education: High school diploma or GED
- Experience: Three (3) years of experience in food and beverage management, event operations, and/or related field.

Required Licenses, Certificates or Training: (must be able to obtain with 6 weeks of starting employment)

- Colorado Driver's License
- TIP's training
- Food handling safety
- CPR, first aid, and AED certifications or ability to obtain within first six months of hire

Other Special Requirements:

- Schedule may need to adjust to include long days, late nights, early mornings, evenings, weekends, and holidays

WORK ENVIRONMENT

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

- This position's duties are performed in a variety of environments including kitchen, restaurant, event/banquet rooms, outside environments, and could be exposed to heat, cold, dust, fumes, and all weather conditions

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

- **Movement:** Ability to move to and from various points within and between VRD, Town of Vail and private facilities, as well as within the outdoor environment, surrounding communities, and Front Range
- **Physical:** Ability to perform frequent climbing, lifting, carrying, stooping, kneeling, crouching, reaching, walking, sitting, using both hands and feet, and standing; medium work lifting and/or carrying no more than 50 pounds (with or without assistance) at a time
- **Auditory:** Ability to communicate clearly in routine conversations in person, via telephone or 2-way radio; must be able to hear normal sounds with background noise and distinguish voice patterns.
- **Feeling:** Ability to perceive attributes of objects, such as size, shape, temperature, texture, by touching with skin, particularly with fingertips
- **Visual:** Ability to perform manipulative skills that require hand-eye coordination such as a calculator or computer and be able to see objects closely as in typing a document or reading a report, also at distance over 20 feet, use of both eyes, distinguish basic colors and shades, depth perception
- **Other:** Ability to produce information in written form

*I certify that I can complete all job duties assigned in this job description (circle one) **WITH** or **WITHOUT** accommodation. I understand there may be some job duties not stated above, but for which I am still responsible to complete.*

Employee Signature

Employee Printed Name

Employee Signed Date

Supervisor Signature

Supervisor Printed Name

Supervisor Signed Date