

Job Position: 1920's and Event Food Services Manager

Reports to: General Manager of Food Services

Hours: Full Time, Hourly



Primary Function

To lead by example, fostering an atmosphere of trust and respect for both staff and guests. Oversight of all 1920's Speakeasy and Sauder Village Banquet venues, along with managing the Soda Fountain. Overseeing and assuring that all guests are greeted and treated in a hospitable, welcoming and professional manner, ensuring that all staff does the same. Oversee the Soda Fountain with menu planning, pricing, supplies, inventory management and purchasing, and responsible for staffing. Responsible for overseeing the use of any Sauder Village venue space during catered and/or other contracted events, as well as internal Sauder Village events.

Essential Functions (Responsibilities) include the following. Other duties may be assigned.

1. Staffing: Work with Director of Human Resources and the General Manager of Food Services to assess needs, conduct interviews, conduct performance reviews and disciplinary actions. Supervise and oversee training of cashiers, bartenders, Soda Fountain staff, and servers in the 1920's Food Service and banquet venues. Provide mentoring, support, and ongoing communication with managers and supervisors across the Sauder Village complex. Teach counting cash and balancing at the end of the day.
2. Maintain the highest quality standards throughout the 1920's operations and all Banquet facilities across the complex, ensuring guests enjoy fast, efficient and hospitable services that they want to repeat and positively reference.
3. Work with the General Manager of Food Services and all Food Service Managers in preparing for any in-house food needs and planning for the Soda Fountain.
4. Coordinate with the Director of Business Operations, Housekeeping Manager & maintenance department to ensure that facilities are cleaned and maintained to expected standards for guests and employees. Understanding that you and your staff may need to do some of those basic duties as needed.
5. Work closely with General Manager of Food Services and the marketing team regarding current and new promotions.
6. Inventory office supplies, liquor supplies for the Speakeasy and all Sauder Village venues, and other 1920's supplies; working with General Manager of Food Services and all Food Service Managers to make sure all supplies are ordered and in place in a timely manner to stay ahead of needs and demand.
7. Communicate effectively to employees concerning company policies, guidelines, and daily operations.
8. Create and communicate schedules for Soda Fountain, house supervisors and bartenders legibly and on time, ensuring equal and fair distribution of duties and hours to the best of your ability.
9. Follow all regulations as directed by the Department of Health; comply with State of Ohio liquor regulations.
10. Stay up to date on ASK, Alcohol Knowledge Server training and track all ASK training for all waitstaff and bartenders.
11. Submit all Incident Reports, Attendance Forms, and Performance and Safety Forms to Human Resources in a timely manner.
12. Responsible to work with the Food Service Management team and Director of Business Operations and be instrumental in the future planning and growth of the Food Service areas of Sauder Village.
13. Communicate effectively with guests, team leaders, management and coworkers of all areas in Sauder Village.
14. Keep the safety of guests, staff, and self a priority.
15. Work required hours as needed to fulfill each day's responsibilities including early mornings, evenings, weekends and holidays. Work in other areas of food service to fulfill fulltime hours, i.e. Barn Restaurant or Doughbox Bakery. On-call availability required to trouble-shoot as necessary.
16. Work closely with General Manager of Food Services and all Food Service Managers along with other managers and supervisors around the complex, helping each other as needed on a daily basis, and covering for each other during vacation time and other required time off.

Skills, Requirements, and Conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the above essential functions.

- Leadership experience in a food service environment.
- Excellent communication (written and oral) and interpersonal skills.
- Keep up with food industry trends.
- Must possess or obtain a Manager Level ServSafe certification.
- Complete training programs on leadership, communication, customer service, food handling and others as required.
- Learn, understand and keep up to date on inventory & ordering software.
- Familiarity with POS and CRM tools, and Microsoft products, especially Word & Excel.
- Ability to direct a team effort and manage staff.
- Ability to organize and prioritize.
- Physical skills include, but are not limited to frequent standing, walking, stooping, bending and lifting up to 50 pounds.
- May involve working in an environment that uses chemicals for cleaning purposes, sanitizing, insect spraying, etc.
- Commitment to providing exceptional guest experiences.
- Reliable, enthusiastic, and trustworthy team player.
- Reflects and advocates for the mission, purpose, goals and values of Sauder Village.

Employee's Signature _____ Date _____