

JOB DESCRIPTION

Assistant F&B MANAGER



Facility Name:	VENUWORKS OF CEDAR RAPIDS, LLC
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JOB INFORMATION

Job Title:	Assistant Food & Beverage Manager	Department:	Food and Beverage
Reports To:	Director of Food and Beverage	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:		Date Prepared:	2/11/25
Approved By:		Approved Date:	

SUMMARY The Assistant Food and Beverage manager works closely with the Food & Beverage Managers in planning, directing and managing the scheduled events at our managed properties including Alliant Energy PowerHouse, Paramount Theatre, and McGrath Amphitheater. Coordinates with managers the needs of all catering and hospitality for our touring acts. The Assistant Food & Beverage Manager will demonstrate excellent customer service, communication and inter-personal skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following.

1. Work with the Managers of F&B to determine appropriate staffing plan for each event. Create work plans and staff assignments for events. Check-in, supervise and correct part-time staff to achieve fast and efficient sales. Manage staff during events and redeploy staff assignments to meet cost efficiencies and required postings.
2. Oversee the proper financial management on-site for each event including proper handling of cash bags, receipts and deposits, tip forms/timesheets, and the reconciliation between sales and inventory in each stand.
3. Coordinates with F&B managers menus for hospitality and catering for tours to provide the highest level of backstage and hospitality services to tour managers, artists and traveling staff. Sets up, serves, and tears down hospitality and catering areas.
4. Oversees all setup, stocking, and preparation for concessions sales before and after assigned events. Program cash registers/POS systems prior to event. Confirm cash bags have been ordered for number of points of sale. Test all equipment prior to opening stands including credit card machines, beer and fountain taps, and all other service equipment.
5. Assures all food service work areas and equipment are maintained in a clean, sanitary, organized and operational manner and set up to maximize sales at each point of sale.
6. Assists in completing end of event and monthly inventory counts.

OTHER DUTIES AND RESPONSIBILITIES: include but are not limited to the following:

1. Create in advance of each event work plans including which stands and/or portables will be used, how many points of sale will be open, how many staff will be needed for each position, and what stock will be needed for each event.
2. Create worksheets for day of event including deployments, count in sheets, tip forms, and briefing notes about the event including run-of-show and any specific rules for concessions sales during that event.
3. Inspect each point of sale, service and prep area prior to and after every event to ensure the proper sanitation has been completed and all stock is in place.
4. Program point of sale systems and cash registers prior to events with correct products, pricing and volume rebates. Supervise staff utilizing point of sale systems for correct usage and making change.

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5. Prior to opening doors for each event, inspect each stand and check in with stand leaders to make sure they are ready to open on time. During event continue to make the rounds and jump in to help during peak service periods, check in with runners, cooks, cash room attendants and stand leaders to make sure all stands are being replenished and working efficiently. Work with staff to make sure all customer service and food quality metrics are being met and exceeded.
6. At end of events, dismiss part-time staff and groups after inspection of the work areas is completed and all inventory is reconciled to stand sheets. Work with staff to reconcile stand sheets to sales when there is a discrepancy. Submit all event paperwork, tip sheets etc. to the Director/Managers for entry into the financial management system and settlement documents.
7. Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan. Always extend professionalism and courtesy to guests.
8. Work with Guest Services Manager to offer New Hire Orientation trainings. Work with part time staff on departmental and customer service trainings.
9. Perform other tasks as assigned by Director.

SUPERVISORY RESPONSIBILITIES

In cooperation with the Director and Managers of Food and Beverage, supervise part-time staff including cashiers, runners, cooks, cash room attendants, and groups. Carry out supervisory responsibilities in accordance with VenuWorks policies and applicable laws. Responsible for training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining in accordance with Human Resources; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines. This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

Work hours and schedule are generally Monday – Friday 8:30am to 5pm but will vary with required attendance during events and will include holidays, evenings and weekends.

EDUCATION and/or EXPERIENCE

1. The candidate must have a High School diploma, GED or equivalent and two years of experience in food and beverage services and directing staff. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
2. Minimum two (2) years of experience in a similar high-volume food service operation with similar duties and responsibilities.

CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes. Must have excellent computer skills, including experience with Word and Excel.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to engage in public speaking.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions,

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and decimals. Ability to compute rate, ratio, and percent.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 40 pounds
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:

Date:

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