



Harrison Hot Springs Resort is currently recruiting for the position of **Food and Beverage Manager**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

Reporting to the General Manager, the Food and Beverage Manager is responsible to assist with daily operations of the food and beverage outlets, including planning, organizing, directing, controlling and evaluating operations to continuously improve guest services.

ESSENTIAL DUTIES AND RESONSIBILITIES:

- Assume leadership role in the financial success of the food and beverage operations.
- Ensures that the Food and Beverage Department is profitable in all of its Departments.
- Controls Labour Cost to the target set.
- Direct supervisory staff in the efficient and safe operation of all food and beverage operations.
- Ensure proper guest service is delivered in the operations.
- Make certain that all procedures, control systems, and other established operating plans are understood and implemented by members of the food and beverage service management staff.
- Coordinate and communicate all disciplinary actions within the food and beverage service department.

- Inspect all Harrison Hot Springs Resort and Spa food and beverage operations on a daily basis.
- Take responsibility for all administrative functions in the food and beverage service departments.
- Assume responsibility for the training and standards of the service personnel.
- Take responsibility that all service personnel are trained in Wine and Liquor Service.
- Take responsibility for the cleanliness of all Food and Beverage areas.
- Discuss and plan special events with the Executive Chef.
- Assume responsibility for proper maintenance and repair of assets.
- Propose capital expenditure needs.
- Act in a leadership role in menu development in conjunction with the Executive Chef.
- Support and ensure compliance with the Company's environmental initiatives.
- Coordinates and facilitates department meetings.
- Other job related duties may be required.

SUPERVISORY SKILLS:

- Oversee a team of up to 90 staff, including:
 - The Copper Room
 - The Lakeside Café
 - Room Service
 - Miss Margaret's
 - Islands Bar
 - Kitchen (periodically)
- Planning, assigning, and directing daily tasks
- Managing all staffing issues
- Addressing complaints, grievances, and resolving problems

QUALIFICATIONS:

- College or university education in a related field is preferred.
- Minimum of 5 plus years food and beverage experience required.
- Minimum of 3 plus years previous management experience required.
- Must have Food Safe Certification.
- Must have management Serving it Right certification.
- Must have minimum 3 plus years of supervisor experience.
- Must have the ability to work varied shifts.
- Must have strong verbal, written, and interpersonal skills.
- Must be able to read, write, speak, and understand English well.
- Must be able to read, write, and comprehend a wide variety of reports including capital project requests, critique and review of operations, answer to guest complaints, and other normal business communications.
- Must be computer literate, Microsoft Office and particularly Word and Excel.
- POS experience required particularly with Micros.

- Must have knowledge of food and wine service and preparation in a manner consistent with management of a wide variety of restaurant operations.
- Must be able to read and comprehend current union contract, resort and corporate policies and procedures, and Loss Control manuals.
- Requires a high level of concentration and attention to detail.
- Requires the ability to work independently, prioritize work, and make decisions regarding correct formatting of work.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at www.harrisonresort.com.

- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED.**
- **FOREIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**