Washington Pavilion Management, Inc.
Food, Beverage and Retail Assistant Manager – ver. 9-9-15

I. Basic Function
Assists Food, Beverage and Retail Manager with coordinating the Washington Pavilion’s retail service areas including Leonardo’s Café, catering, concessions, bar and Discovery Store, with an emphasis on quality, efficiency, safety and excellence.

II. Organizational Relationships
Responsible to Food, Beverage and Retail Manager and Vice President of Operations

III. Specific Duties and Responsibilities
i. Food and Beverage
   a. Assists with the development and maintenance of accurate budgets and forecasts for the café, concessions and bar.
   b. Works closely with All Pavilion Departments in the planning of special events and ongoing programming.
   c. Meets with clients to discuss their menu needs and specific expectations and budgets for their events.
   d. Ensure that clients receive effective and responsive customer service throughout the entire planning process as well as during and after the actual event.
   e. Assists with hiring, training, scheduling and evaluation of each department’s staff to ensure that all job duties are being completed and policies are being followed.
   f. Enforce staff uniform policy and ensure that all staff maintains a clean and professional appearance.
   g. Assists with approving time clock entries for payroll.
   h. Actively participates in all aspects of daily business, as needed (food preparation, set-up, service, supervision and clean-up).
   i. Provide the Events Department with final billing for catered events in a timely manner.
   j. Ensure that all necessary product and equipment is on hand and ready for proper execution of all events.
   k. Works with the Production Staff to ensure that proper tables, garbage cans, etc. are in place for each event.
   l. Work with Caterease software inputting menus, billing information, and set-up requests.
   m. Works with IT to ensure that POS systems are set up correctly and functioning properly for every event.
   n. Monitors pricing to ensure that costs are being covered and clients are receiving the best value for their money, while maintaining product costs that are in-line with industry standards for our type of operation.
   o. Work with operations staff to ensure that post event cleanup is as thorough and as smooth as possible.
p. Writes and enforces catering and event contracts, with the assistance of the Events Coordinators.
q. Monitors and utilizes current trends in food, decorating and beverage types.
r. Review invoices to ensure that proper items are being purchased at the agreed upon prices.
s. Responsible for complying with all food and beverage health, liquor and safety regulations; as well as all federal, state and local applicable laws and ensuring that staff are also complying.
t. Maximizes cost effectiveness within Food and Beverage department by ensuring compliance with established budget, labor and revenue benchmarks.
u. Assists with plans and promotions through special offers, website development, and advertising with the assistance of the Marketing Department. Including tracking of effectiveness of such.

ii. Retail Services
   a. Responsible for maintaining gift shop inventory and approving invoices.
   b. Ensure that front line staff receives the information needed to sell the products offered.
   c. Assists with plans and promotions of Pavilion Discovery Store through special offers, website development, and advertising with the assistance of the Marketing Department. Including tracking of effectiveness of such.
   d. Assist with selection and procurement of products that stay within the mission.
   e. Assists with hiring, training, scheduling and evaluation of each department’s staff to ensure that all job duties are being completed and policies are being followed.

iii. Other
   a. Perform any special projects as directed by the Food, Beverage and Retail Manager and Vice President of Operations as assigned.
   b. Be familiar with all Washington Pavilion programs.
   c. Represent Washington Pavilion Management, Inc. and its program areas in professional and community activities as deemed appropriate.
   d. Directly supervises all Food and Beverage outlets and staff; indirectly supervises other Retail Services employees.

IV. Qualifications
   1. Minimum four years food and beverage service and/or retail experience preferred.
   2. Minimum two years of management experience required.
   3. Ability to plan, manage and coordinate in a fast-paced environment.
   4. Tact and proficiency when handling sensitive customer-service issues.
5. Ability to adapt to rapid changes in the industry and work well under pressure.
6. Ability to handle and reconcile large sums of money.
7. Ability to communicate in English effectively and comfortably in group and one-on-one settings.
8. Must be able to handle multiple projects simultaneously and efficiently.
10. Experience in the use of computerized scheduling, point of sale and contact management software preferred.
11. Ability to lift 50 lbs. and stand for long periods of time.
12. Ability to work irregular hours, evenings, weekends and holidays.