



SILVERTIP
CANMORE ★ ALBERTA

Assistant Food and Beverage Manager

Reports To:

Food & Beverage Manager

Summary:

The Assistant Food & Beverage Manager at Silvertip Resort will be responsible for the daily directing and organizing the services of all Food and Beverage operations (Stoney's Bar and Grill, Rustica Restaurant, Banquets and Concessions) that are required to uphold one of Canada's top resorts. Leading a team of dedicated employees, you will ensure Silvertip Resort continues to exceed the memorable experiences for our guests attending golf tournaments, corporate events and weddings. Duties include hiring, training, and managing employees, accountability for the daily banquet operations and weekly reporting to the Food & Beverage Manager. As an employee at Silvertip Resort you will be responsible for maintaining a health and safe work environment for all fellow employees and our guests.

Great Staff Benefits:

- Staff Accommodation available
- Discounted: Golf Privileges, Staff Meals, restaurant Meals, Golf Shop purchases
- Company benefits may be available after 3 months

Every Employee at Silvertip Resort will possess the following Core Competencies:

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.
- A leader who is able to uphold our Mission, Vision and Values and our resort culture within your team.

Job Duties:

- Greet any guests you come across with a smile.
- Keep all equipment and work areas clean and safe and in proper working order at all times.
- Knowledge of the composition of all menu items, including items available at the bar.
- Develop, update and maintain all food and beverage training programs.
- Ensure employees are proactively serving and selling items on the beverage menu.
- Ensure food and beverage are served in a timely, courteous, and professional manner.
- Listen to customer feedback and ensure that the guests leave satisfied.
- Monitor service and special dietary requirements.



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- Support employees as necessary.
- Ensure daily cash outs and inventory are completed properly.
- Interview and hire all employees.
- Complete reference checks.
- Ensure all new hire paperwork is completed as per hiring procedures.
- Train all F&B Employees.
- Teach employees proper equipment operation and maintenance procedures.
- Monitor and coach employees to Silvertip Resort standards.
- With the Food & Beverage Manager handle employee discipline as required.
- Create work assignments and daily tasks at the end of each workday to be implemented the following morning.
- Daily labour report entries.
- Create weekly schedules for employees to be approved by the Food & Beverage Manager.
- Liaison between the Kitchen and Restaurants, Events, Wedding and Golf Coordinators.
- Communicate with the Food & Beverage Manager on a daily basis.
- Assist the Outlet and Banquet Manager when necessary.
- Prepare the weekly food and beverage revenue report.
- Manage event storage areas and linen inventories.
- Develop, monitor and ensure completion of all opening and closing procedures in Restaurant, Concession and Banquet Areas.
- Report any damage of property to the Building Maintenance Manager.
- Ensure all employees are working within the Occupational Health and Safety guidelines.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by guests, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Must be 18 years of age
- Driver's License
- High school diploma or GED required
- Minimum 4 years food and beverage experience
- Previous banquet supervision experience required
- Previous bartending experience is required
- Completion of a hospitality degree is considered an asset
- ProServe Certificate or equivalent
- Knowledge of AV and sound systems an asset
- Wine knowledge required
- Thorough understanding of all food and beverage positions
- First Aid Certificate
- Knowledge of food and beverage POS system is required
- Able to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times



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- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Professional appearance and manners
- Strong work ethic and positive team attitude
- Ability to work flexible hours, including early mornings and late evenings

Working Conditions:

- Manual dexterity required to use desktop computer and tablets and peripherals
- Fast paced environment
- Able to stand for extended periods of time
- Overtime as required
- Lifting or moving up to 25lbs