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[COMPANY NAME] JOB DESCRIPTION

Position: Food Service Managers

Job Description:

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

Job Tasks:

- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Plan menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs.
- Organize and direct worker training programs, resolve personnel problems, hire new staff, and evaluate employee performance in dining and lodging facilities.
- Coordinate assignments of cooking personnel in order to ensure economical use of food and timely preparation.
- Estimate food, liquor, wine, and other beverage consumption in order to anticipate amounts to be purchased or requisitioned.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food in order to ensure that food is prepared and presented in an acceptable manner.
- Monitor budgets and payroll records, and review financial transactions in order to ensure that expenditures are authorized and budgeted.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Review menus and analyze recipes in order to determine labor and overhead costs, and assign prices to menu items.
- Establish and enforce nutritional standards for dining establishments based on accepted industry standards.
- Keep records required by government agencies regarding sanitation, and food subsidies when appropriate.
- Test cooked food by tasting and smelling it in order to ensure palatability and flavor conformity.
- Create specialty dishes and develop recipes to be used in dining facilities.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services such as waste removal and pest control.
- Assess staffing needs, and recruit staff using methods such as newspaper advertisements or attendance at job fairs.
- Establish standards for personnel performance and customer service.
- Greet guests, escort them to their seats, and present them with menus and wine lists.
- Maintain food and equipment inventories, and keep inventory records.
- Monitor employee and patron activities in order to ensure liquor regulations are obeyed.
- Order and purchase equipment and supplies.

- Perform some food preparation or service tasks such as cooking, clearing tables, and serving food and drinks when necessary.
- Record the number, type, and cost of items sold in order to determine which items may be unpopular or less profitable.
- Review work procedures and operational problems in order to determine ways to improve service, performance, and/or safety.
- Schedule and receive food and beverage deliveries, checking delivery contents in order to verify product quality and quantity.
- Schedule staff hours and assign duties.
- Schedule use of facilities or catering services for events such as banquets or receptions, and negotiate details of arrangements with clients.
- Take dining reservations.

Required Knowledge:

- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Economics and Accounting** -- Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Law and Government** -- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Public Safety and Security** -- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Education and Training** -- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Mathematics** -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Personnel and Human Resources** -- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **English Language** -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Required Skills:

- **Coordination** -- Adjusting actions in relation to others' actions.
- **Time Management** -- Managing one's own time and the time of others.
- **Management of Personnel Resources** -- Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Service Orientation** -- Actively looking for ways to help people.

- **Management of Material Resources** -- Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Critical Thinking** -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Speaking** -- Talking to others to convey information effectively.
- **Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Management of Financial Resources** -- Determining how money will be spent to get the work done, and accounting for these expenditures.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.

Abilities Required:

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Near Vision** -- The ability to see details at close range (within a few feet of the observer).
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.
- **Information Ordering** -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Time Sharing** -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.
- **Mathematical Reasoning** -- The ability to choose the right mathematical methods or formulas to solve a problem.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Deductive Reasoning** -- The ability to apply general rules to specific problems to produce answers that make sense.

Job Activities:

- **Monitoring and Controlling Resources** -- Monitoring and controlling resources and overseeing the spending of money.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Monitor Processes, Materials, or Surroundings** -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

- **Guiding, Directing, and Motivating Subordinates** -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- **Staffing Organizational Units** -- Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
- **Updating and Using Relevant Knowledge** -- Keeping up-to-date technically and applying new knowledge to your job.
- **Coordinating the Work and Activities of Others** -- Getting members of a group to work together to accomplish tasks.
- **Scheduling Work and Activities** -- Scheduling events, programs, and activities, as well as the work of others.
- **Performing Administrative Activities** -- Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.

I _____ acknowledge that I have read and understood this job description for the position of Food Service Manager.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____