

Food & Beverage Manager

Salary: \$27.00/hour

Job Type: Full-Time, Non-Exempt

Expected Schedule: 30-40 hours/week; Weekends and Evenings Required

Due to the cyclical nature of theaters' schedules, the Food & Beverage Manager may be required to work varying hours depending on the needs of the organization.

Founded in 2003 as a non-profit organization, San Francisco Playhouse is the Bay Area's premiere mid-sized theatre company. We are seeking a dynamic Food & Beverage Manager to oversee and optimize all aspects of our Concessions operations and special events at our unique and historic venue. The ideal candidate will possess strong leadership and organizational skills, with a proven track record in hospitality or events management. The Food & Beverage Manager will play a pivotal role in delivering consistently exceptional guest experiences, driving revenue growth, and fostering employee engagement.

The Food & Beverage Manager reports to the Administrative Manager.

Key Responsibilities Include:

- Provide fast-paced, excellent, and welcoming service to all patrons at the concessions bar, including but not limited to mixing and serving craft cocktails
- Be a familiar friendly face to all returning guests, listening to their preferences and making recommendations based on their likes
- Foster a community which aligns with San Francisco Playhouse's mission and values
- Regularly review and update the Concessions Handbook and all departmental standard operation procedures; Train all Bartenders on these changes as needed
- Manage the Concessions staff including hiring and terminations, scheduling hours (When/Work), monitoring compensation and performance on a regular and timely basis
- Create and assess Concessions budget through timely review of each quarter's budget vs. actuals
- Manage Concessions budget through regular assessment of departmental profit and loss and adjust inventory stock and pricing as necessary in Shopkeep
- Control labor spending by managing overtime expenses anticipated for employees who support multiple departments through consistent collaboration with other Managers
- Collaborate with Assistant Concessions Manager to order and manage food and beverage inventory, including liaising with vendors and local suppliers
- Maintain detailed record of food and beverage expenses for Concessions department and applicable special events hosted interdepartmentally

- Submit all expense receipts to Accounting for processing immediately following all purchases
- Be the on-site coordinator and main point of contact for all special events, including but not limited to Opening and Closing Nights, New Works BBQ, Sneak Peak, Season Announcement Party, and third-party rentals
- Work closely with other Managers to coordinate all special event food and beverage services, including supply, preparation, presentation, service, clean up, and staffing
- Oversee general maintenance of lobby, bar, and orchestra restroom to ensure no refuse builds up and excellent sanitation is maintained in all areas
- Keep current with and adhere to all state and federal laws regarding bar and alcohol service, green policy, local Recology regulations, and all relevant health, safety, and sanitation guidelines

Qualifications:

- Must hold valid RBS certification and CA Food Handler card or have the ability to obtain
- Strong leadership and motivational skills, effective team collaboration
- Leadership experience in hospitality or events
- Procedure development and performance evaluation skills
- Proficient ability to multitask in scheduling, inventory, and budgeting, with efficient time management and task planning abilities
- Proficiency in Microsoft Office applications, particularly Excel
- Ability to effectively communicate with team, vendors, and patrons
- Conflict resolution skills and ability to bring different personalities together
- Event logistics management for events
- Resource coordination and inventory control
- Proficiency in budgeting and financial analysis with expertise in expense tracking and management
- Understanding of federal and local legal requirements in concessions
- Meticulous cleanliness and sanitation standards