

# Southeast Events Group

## Director, Food & Beverage

**Salary:** \$75,000 annually

**Job type:** Full-time, Permanent

**Shift & schedule:** Minimum 40 hours a week, based upon event schedule.

**Start Date:** May 1, 2024

***\*Please note that this job is in Steinbach, Manitoba with the potential of a relocation allowance will be available for eligible domestic candidates only\****

### What we are looking for:

We are seeking the best, an established successful leader to be our first **Director, Food & Beverage** for Manitoba's newest Event Centre opening in late 2024. This Role will lead, shape and buildout our Food & Beverage Culture.

In seeking a Director, Food & Beverage to join our team in Steinbach, Manitoba. The Director, Food & Beverage primary responsibilities will be the running the day-to-day operations of The Event's Centre Food & Beverage Culture. A full-service year-round Restaurant with a seasonal patio, catering/banquet business as well as our event-based concession locations. Brand collaborations with the Director of Events, Executive & Corporate Chefs and reporting to the General Manager.

You will have world class experience in growing and developing new restaurants, from concept to décor, this is your space, and we need someone with the experience, knowledge and pedigree to excel. The Director, Food & Beverage should be able to assist the team in food and beverage service as needed, while training and mentoring employees effectively to meet overall operational goals.

Your standards will be impeccable, you have a history of setting and maintaining industry leading examples of food safety, sanitation and overall exceeding both city and provincial expectations without hesitation or reservations. You live and breath cleanliness.

The successful candidate will be responsible and lead the day-to-day Food & Beverage Operations of the overall Event Centre. Reporting to The General Manager, you will be held accountable for all aspects of the operations of the Event Centre performance including but not limited to Team Management, Business Development, Financial Management and ensuring a consistent delivery of excellent customer service and quality throughout the Event Centre. This position will schedule and manage a team of around 50+ employees during events and the day-to-day front of house service for a year-round restaurant and seasonal patio.

If you are interested in making your mark in the Food & Beverage culture and help shape the future of Southern Manitoba and positively impacting our communities, we'd love to hear from you.

We're looking for a Leader who drives performance through culture, one who understands that leadership is tough, challenging and hard work. This position will challenge you, grow you and ultimately test everything you've currently been taught and experienced. This is a unique opportunity for the right individual to join a team that can take your professional career to new heights.

Have what it takes? If you're world class, we want to hear from you.

### **Who Are We:**

The Southeast Events Group (SEG) is a non-profit organization, which will bring people together to enjoy community events, sport, recreation, social and cultural activities. Located on the corner of Elmdale and Reimer, a new facility will be built as a community hub, with the City of Steinbach retaining ownership.

### **Duties and Responsibilities:**

- Manage all Event Centre Food & Beverage Operations & activities and ensure compliance to company standards and policies.
- Assist in the planning and opening of the Event Centre and subsequent operations.
- Establish business plans by exploring avenues to increase sales and control operating costs; identifying and evaluating competitors; and preparing sales projections.
- Work in tandem with the General Manager to attract patrons and track changing demands.
- Maintain operations by preparing, developing, and upholding standard operating procedures. Recognize and implement system improvements with approval from the General Manager and Executive Chef.
- Maintain customer satisfaction by monitoring, evaluating, and auditing, food, beverage, and service offerings. Initiate improvements as necessary.
- Effectively lead food and beverage staff by upholding company values and providing mentorship as needed.
- Recruit and train new employees following company policies on recruitment.
- Ensure employee certifications are up to date and filed; seek additional training opportunities for employees to develop the food and beverage team.
- Uphold a positive working environment and seek opportunities to motivate employees.

- Ensure employees are following and exceeding all City and Provincial Occupational Health and Food Safety Programs; prioritize WHIS training and engage in Joint Health and Safety Committee meetings; record all accidents and near misses.
- Work with Supervisors to ensure optimal level of sanitary procedures for all food handling and workstations.
- Ensure responses to all customer complaints and concerns.
- Other duties as assigned by the General Manager and Executive Chef.
- Strong strategic mindset with Inventory Management, ordering, inventories, and P&L.

## **Qualifications**

- Successful track record of proven experience as a Food & Beverage Manager, Hospitality Manager or Similar.
- Degree in Business Administration, Tourism, or Hospitality Management considered a strong asset.
- Industry standard certifications such as Food Safe and Serving it Right.
- Ability to analyze data and trends and create strategies for improvement.
- Strong leadership and coaching skills
- Ability to work a flexible schedule and cover employee shifts if necessary.
- Ability to stand for extended periods, lift (50lbs) and work on ladders while staying active through all areas of the Event Centre.

## **What you will have the opportunity to do:**

### **Business Development:**

- Develop and maintain a business development strategy that will result in annual growth within Southeast Manitoba
- Identify opportunities for future growth within the Southeast Manitoba market.
- Maintain and develop relationships with local industry associations and attend regular, monthly events.
- Positively represent the Southeast Events Group in community and industry functions.
- Menu development collaboration, focusing on alcohol offerings, creating extremely positive relationships with key stakeholders, partners and peers.
- A strong part of the culinary team on menu creations, both seasonal and overall.

### **Team Management:**

- Promote a culture of high performance, accountability, and continuous improvement that values learning and a commitment to quality.
- Provide leadership, mentorship, and guidance to all team members. Identify training initiatives that will assist members of the team to develop their skill sets and result in improved performance and their opportunity for advancement.
- Lead and manage the human resources activities including selection, performance management, employee engagement and learning.
- Direct and manage performance, addresses employee concerns, maintains adequate staffing levels, and facilitates team development.

### **Customer Service:**

- Cultivate and maintain relationships with clients, venues, vendors and supporting functions and departments.
- Responds promptly, professionally, effectively, and efficiently to internal and external customer needs.
- Manages difficult or emotional situations. Recognizes a sense of urgency in responding to needs. Follow up to ensure requests and/or needs are met. Ensures commitments are met consistently.
- Service high profile/visibility events and function as a point of escalation when needed.

### **Financial Management & Reporting:**

- Drive Results by managing an efficient and profitable operation with a focused approach on revenue maximization and profitability using cost control measures.
- Develop a business plan for each new fiscal year with a corresponding financial budget.
- Review monthly financial reports and initiate appropriate measures to maintain or exceed budgeted projections.
- Maintain an understanding of the financial processes and systems.
- Managing and exceeded food cost and labour budgets through training, mentorship, and exceeding customers expectations.
- Other duties as required, this is really short for always doing inventory and working on labour and food cost!

### **You are a perfect fit if you have:**

- A history of exceeding employment expectations with a positive can-do attitude.
- A firm grasp on exceeding customers/client's expectations every time.
- A leader who manages today's workforce through empathy, understanding and integrity.
- Understands the difference between excellence and perfection.
- Previous experience in Food & Beverage, Hospitality or related.
- A positive history of relationship building in the Food & Beverage community.
- Strong acumen to strategize, forecast and exceed KPI's through training and development.
- Solid understanding of financial statements, basic accounting, job cost systems and Manitoba employment laws.
- Demonstrated ability to effectively hire, manage, train, and motivate employees.
- Strong leadership, communication, and collaboration skills.
- Proficient with Google suite, MS Office, and other computer applications.
- Articulate and comfortable presenting to key stakeholders and large groups.
- A firm grasp and understanding that the job is not done until it's done and that overtime and several days in a row are required through long hours as your event schedule dictates.
- Innovative, strategic and a passion to deliver world class events day in and day out.
- A relentless pursuit of the highest standards in all aspects of the business with a focus on cleanliness, organization, and functionality.
- Understanding that life isn't all about work, that taking time for yourself is just as important.

### **What we're Offering:**

- Start Date, May 1<sup>st</sup>, 2024.
- Permanent Full Time Opportunity based out of Steinbach, Manitoba.
- Ability to lead a highly skilled team and make a mark on event experiences nationwide in Canada.
- Competitive base salary
- Cell phone & gas allowance
- Extended Health & Dental Benefits with Employee and Family Assistance Coverage
- Relocation Allowance may be available for eligible domestic candidates.
- Paid Holidays, 3 weeks annually to start.
- Bank/days in lieu - an employer who is dedicated to your time away from work just as much as your time at work.
- Opportunity for career development like no other through the opening and operation of Canada's newest Event Centre.
- Working with a peer who takes people development as his number one priority, through coaching, mentoring, teaching and consistent 1:1's - the entire process is to increase your professional skills daily. Also understanding that he is eager to learn from you.

- The ability for growth under a leader who has a history of developing solid leaders across many different platforms. We're not hiring you for this position, we're hiring you to take over your boss's job, we want you to succeed, we will invest in you, develop you and let you flourish in a progressive, positive working environment, built on culture through people first.

**How to Apply:**

If this sounds like you, then are you ready to audition for a role with us? Start your journey of joining our amazing team of enthusiastic and community like-minded professionals and apply today!

Here at SEG we know that the different perspectives on our team have led to amazing ideas, more innovation, and our success as a company. Our team welcomes applicants of all backgrounds, experiences, beliefs, identities, and statuses. Whoever you are, we cannot wait to meet you!

Job Types: Full-time, Permanent

Salary: \$75,000

Benefits:

- Company events
- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- Paid time off/3 Weeks holidays to start.
- Bank/Days in lieu due to Events Schedule
- Technology package (laptop, cell phone allowance)
- Gas allowance where approved
- Potential Relocation assistance
- Casual Dress none-event days
- Manager Meal Program
- Matching RRSP Program

Flexible Language Requirement:

- French not required, but very helpful.

Schedule:

- Nontraditional/as per business requirements. 40+ hours a week minimum

Supplemental pay types:

- None currently

Application question(s):

- This job is in Steinbach, Manitoba. Will you be able to dependably relocate or commute to this job's location daily regardless of the weather conditions?
- How many years of experience do you have in multi unit food & beverage outlets.
- What is the highest number of staff you have managed?
- Can you confidently articulate how to manage a Food & Beverage P & L?
- Explain the difference between Excellence and perfection?
- Describe the last menu creation collaboration you were involved in?
- Explain how you would address an attendance issue with a subordinate?

Work Location:

Steinbach, Manitoba

Staffing/Recruitment Firms:

At this time, we are looking for the best of the best, we're not opposed to finding the right leader and will work with those who are willing to help us do so. This posting will be internally set, and such not limited to anyone or any firm at this time. If you feel you have a successful candidate – please contact Jeffrey Bannon, General Manager at [jbannon@southeasteventsgroup.ca](mailto:jbannon@southeasteventsgroup.ca) to discuss particulars and details.

