



TORONTO
at Osprey Valley

FOOD & BEVERAGE (F&B) MANAGER

As the **Food and Beverage Manager** you will be part of a dynamic F&B management team that has a foundation of inspirational leadership and passion for service excellence. Reporting to the Director of Hospitality Operations, you will help to drive the business forward while overseeing a wide range of activities and will be responsible for the successful execution of day-to-day operations within the restaurant, banquet facility and other F&B outlets on the property.

This position will be the primary leader to whom all Assistant F&B Managers report to, providing guidance and leadership to the team to support the successful execution of daily service periods, events and banquets, while supporting individuals in their personal growth and development.

Operating under the direction and guidance of the Director of Hospitality Operations, this position will drive the F&B business forward while overseeing a wide range of daily activities; from the Guest service experience to fiscal and operational responsibilities, including labour and cost of goods management. The Food and Beverage Manager is ultimately responsible for leading the F&B business towards financial success while upholding TPC Toronto at Osprey Valley brand image and values.

The F&B Manager will play an active role in daily operations supporting the Assistant F&B Management team through an active presence on the floor and developing relationships with Guests. The F&B Manager is also responsible for ensuring that the business consistently delivers high-quality food and beverage products, as well as leading the TPC Toronto at Osprey Valley vision by example for exceptional Guest experience. The F&B Manager must set an exemplary standard of Guest satisfaction for their team by role modeling the expectations, aligning their actions with our values, and keeping cultural promises established by existing operations.

Responsibilities

- Work under the guidance and direction of the Director of Hospitality Operations in executing the experiential and operational standards and vision of the business.
- Work in collaboration with peers including the Executive Chef, Golf Operations and Sales team to provide optimal service experiences in the banquet and restaurant facility.
- Direct a management and service team with intensity and enthusiasm, demonstrating a genuine positive demeanor throughout the shift whilst motivating and leading the team.
- Ensure every Guest receives a memorable experience and leaves eager to return.
- Manage and oversee the food and beverage operations through action with presence on the floor during service periods.



- Service standards and training with focus on Guest experience standards from top down
- Work with peers and executive management in all departments in sales planning and building the business.
- Play an active role in the people progression and development training for all staff.
- Oversee staffing and execution of mobile sales on the course through cart service programs.
- Work with management to ensure a working environment that is both inclusive and collaborative with team members at all levels, promoting a culture of development from within.
- Fiscal reporting; budget creation, sales forecasting, labour, and inventory cost management.
- Strategic planning; business plan development, action planning and participation in annual/monthly marketing and promotional planning
- Work with the Director of Hospitality Operations, Executive Chef and Sales Team to ensure accuracy in pricing and offerings for potential events.
- Participate in establishing beverage menus as well as organize and execute menu launches alongside the Executive Chef
- Create schedules to cover all food and beverage needs.
- Create, manage, and execute banquet event orders (BEO's) / event set ups.
- Lead participation efforts during management meetings and business development projects.

Competencies

- Proactive Planning: manage and maintain appropriate inventory levels for food, beverage, and operational supplies.
- Passion for Guest Experience: provides exemplary Guest service and builds relationships with Guests to set the standard for employees.
- Time Management: effectively manages time to achieve business goals while satisfying the guest service needs.
- Communication: Provides clean, open, and consistent communication with the Guests and staff. Actively listens and receives feedback.
- Problem Solving: Responsive, calm, creative and flexible to ensure operations continue to run smoothly in the face of the unexpected.
- Consistency: Approachable by both employees and Guests. Actions and reactions are consistent to create a safe and comfortable environment for employees and guests.
- Business Awareness: Knows how to read a P&L and understands what contributes to each section. Understands how to impact the costs and manage expenses.



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Qualifications

- Minimum of 5 years of Food and Beverage experience in an upscale, casual, full-service restaurant environment.
- Minimum 2 years at a Food and Beverage Management Level.
- Experience in a new restaurant opening considered an asset.
- Experience within golf course operations considered an asset.
- Proficient computer skills including but not limited to: POS, inventory software, excel and word.
- Food Safety Course, Smart Serve and W.H.M.I.S.
- Must be able to carry and lift items weighing 40lbs, must be able to stoop and bend.
- Must be able to stand and move for extended periods of time to continuously perform essential job functions.
- Ability to work flexible hours including mornings, days, evenings, nights, weekends, and holidays based on business needs.

How to Apply: If you are a dedicated and innovative professional with a passion for creating exceptional guest experiences, we encourage you to apply for this position by sending your resume, a cover letter, and any relevant supporting documents to people@ospreyvalley.com. TPC Toronto at Osprey Valley is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences. Join us on our mission to create memorable Guest experiences and be an integral part of our exciting journey.