



## Food & Beverage Manager

Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.

In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. In this position, you have the opportunity to engage in the 2024 - 2028 Strategic Plan, centered on connecting to our community, and support the launch of a site plan and capital campaign designed to provide Filoli guests greater access to nature. Filoli's culture is rooted in integrity and we are accountable for our work, actions, and impact on our visitors, community, and environment. Through our values, Filoli Team members are committed to being Inclusive, Welcoming, Innovative, Collaborative, and committed Stewards using sustainable practices for the future.

### SUMMARY

We are seeking an experienced and passionate Food & Beverage Manager to oversee all aspects of Filoli's food and beverage operations. The Food & Beverage Manager is responsible for the planning and execution of Filoli's extensive Beverage Program and managing the relationship with the Quail Café vendor for their day-to-day operations. This role involves scheduling and managing the Food & Beverage Coordinator and servers, overseeing supplier relationships, coordinating menu development, managing inventory, ensuring compliance with liquor licensing requirements, and providing high-quality reporting and KPI metrics to the Director of Events. The primary focus is on successful beverage sales and the planning and execution of all hospitality needs for public programs, ticketed events, and internal events.

This is a year-round, full-time and exempt position that frequently requires working weekends and evenings. Depending on candidate experience, the salary range is \$87,000 to \$102,000. Essential skills for success in this role include customer service, leadership, problem-solving, and flexibility.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

### **Leadership**

- Manage and operate the Filoli beverage program in coordination with the Director;
- Lead the development of new products and offerings to enhance the beverage program and increase sales;
- Supervise and schedule the Food & Beverage Coordinator and bartenders to support beverage operations;
- Lead on the delivery of all high-end Food & Beverage experiences such as High Tea, VIP Lounge and special events;
- Coordinate with peer departments on operations, facilities, and cross-departmental functions;
- Participate actively in the planning and implementation of internal Filoli events for all beverage needs;
- Attend weekly operations meetings, Quail Café meetings, and regular management meetings;
- Conduct regular departmental meetings to ensure consistent communication within the Food & Beverage Department;
- Maintain the highest quality of customer service, prioritizing the guest experience;

### **Food & Beverage**

- Deliver an amazing guest experience by providing the highest executional standards for the bar program;
- Ensure impeccable service and presentation standards to enhance guest satisfaction and loyalty;
- Manage alcohol inventory, including weekly and monthly counts, menu development, bar supplies, and setup logistics;
- Oversee day-of setup, inventory, and public-facing bar duties to ensure a high-quality guest experience;
- Stock bar supplies, set up the bar, and sell alcoholic and non-alcoholic beverages to the public;
- Work effectively with diverse personalities and skills of staff and guests;
- Maintain a fun, safe atmosphere for guests;
- Ensure the breakdown of temporary and popup bars is completed, coordinating with other departments to restore venues for public use;
- Mediate conflicts among guests, clients, vendors, Filoli staff, and emergency personnel as needed;
- Manage the relationship with the Quail Café vendor for their day-to-day operations;

- Manage and develop the offerings of our popular Gardenpops brand and our relationships with the supplier;
- Manage liquor licenses and ensure staff hold all current certifications required for their roles;
- Coordinate with Marketing to develop advertising and promotion plans for bar sales;
- Foster strong relationships with alcohol and beverage suppliers, including contract negotiations;
- Manage beverage inventory, menu development, bar supplies, and setup logistics;
- Attend promotional or marketing events on behalf of Filoli;
- Perform administrative tasks as needed by the Director;
- Work at Filoli events as needed, including holidays, summer nights, and weekend/evening programming;

### **Personnel and Budget**

- Manage Food & Beverage staff, including hiring, scheduling, time tracking, training, evaluating, and coordinating with the People & Culture Team;
- Oversee the Food & Beverage budget in coordination with the Director, including staffing budgets, tracking, coding, and reconciling with accounting;
- Manage key performance indicators (KPIs) to improve margins and drive financial performance;
- Handle the onboarding process for all Food & Beverage staff;

### **General**

- Fulfill expectations listed in Filoli's Expectations for Directors, Managers, and Supervisors;
- Provide excellent customer service and promote a world class experience;
- Adhere to and support Filoli's policies, procedures, guidelines, and standards;
- Maintain flexibility and perform other duties as assigned to meet the organization's needs;
- Ensure attendance and punctuality for work and all work-related functions;

### **SUPERVISORY RESPONSIBILITIES**

This position directly supervises the Food & Beverage Coordinator and the bartenders. Job titles of people who report directly to this position currently are the Food & Beverage Coordinator (FT) and Bartenders (PT and Seasonal). Future positions could include full/part-time staff and interns.

## **MINIMUM QUALIFICATIONS**

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational and skill requirements listed below:

### **Education and/or Experience:**

**Education:** Bachelor's degree, or a combination of education and experience equivalent to a 4-year degree, preferably with a focus on hospitality and food & beverage. Must be legally able to sell and serve alcohol at a beverage bar.

### **Core Competencies:**

- **HOSPITALITY AND FOOD & BEVERAGE EXPERIENCE** – Possess at least 4 years of experience in the hospitality and Food & Beverage field, preferably luxury bar experience, and at least 1-2 years of supervisory experience. Possess experience negotiating product prices and supply contracts.
- **PEOPLE AND PROJECT SKILLS** – Effective team leadership skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- **LEADERSHIP** – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively and build partnerships with Filoli's many constituencies including staff, Board members, community partners and supporters, donors, members, visitors, and volunteers.
- **CULTURAL COMPETENCIES** – Model a responsibility to self-awareness and awareness of others to recognize that individuals bring unique backgrounds, beliefs, values, and world-views. View racial and cultural differences as assets to the organization.
- **DIVERSITY, EQUITY, ACCESSIBILITY, AND INCLUSION** – Committed to Filoli's dedication to integrate accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion of advancing organizational DEI objectives and influencing others to approach all work with an equity lens. Promote processes and communication that encourage organizational cultural competence and inclusion.
- **COMMUNICATION SKILLS** – Demonstrate excellent written and verbal communication skills. Communicate (listening and speaking) effectively with clients, vendors and staff on the phone and in person, as well as respond to emergency broadcasts.

- **DECISIVE NATURE** – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions with understanding of the inherent risks and the implications of decisions.
- **COMPUTER SKILLS** – High proficiency in a PC, Windows environment and Microsoft Office products, Google Applications, and Square POS System. Knowledge of the Altru database is a plus.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

#### **Skills and Abilities:**

- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be proactive and identify issues/tasks – creative problem solver;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Work independently, while maintaining a positive team player attitude;
- Demonstrate a strong customer service orientation;
- Read and interpret documents such as safety rules, operation and maintenance instructions and procedural manuals.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

A valid Driver's License is required.

#### **PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Lift/carry items up to 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently as well as sit for long periods of time at a computer.

#### **HOW TO APPLY**

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: <https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.

3. Please, no phone calls.
4. Thank you for your interest in Filoli!

**Please visit our website for more information: [www.filoli.org](http://www.filoli.org)**  
**Filoli is an equal opportunity employer who values diversity in the workplace.**