



Food and Beverage Supervisor

Filoli Historic House and Garden is a beautiful 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. Our Mission: Filoli is dedicated to the preservation, interpretation and stewardship of the cultural traditions and natural history of this country estate for public education and enjoyment.

SUMMARY

The Food and Beverage Supervisor will ensure the smooth and efficient running of the Food & Beverage program by ensuring that coordination, administration, communication functions and duties are carried out in a professional, exact, and prompt manner. This role will include menu development, inventory management, and day-of execution. The Food and Beverage Supervisor will also manage food permitting for special events and public programming and will work closely with multiple departments to ensure service needs are planned and executed properly.

This is a full-time position (30-40 hours per week, flexibly scheduled - average of 32 hours per week) that will require evening and weekend hours. Typically, the Food and Beverage Supervisor will work Friday, Saturday, Sunday and Monday and will also need to work the 1st day of the month for inventory. The salary range for this position will be \$22.00-\$24.00 per hour (dependent upon experience) and this position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Directly supervise Filoli's Bar Program including coordination of supplies and physical set up;
- Manage the business aspects of the bar, such as negotiating supplier contracts, taking inventory and re-ordering supplies, and setting goals with guidance from Events Manager;
- Train Visitor Services staff to provide excellent bar service to patrons;
- Set and enforce quality and safety controls;
- Work with diverse personalities of both the staff and patrons;
- Diffuse tense situations between patrons or staff members to prevent possible safety or legal issues, ejecting unruly persons, if needed;
- Maintain a fun, safe atmosphere for patrons;
- Assist Filoli's on-site operations personnel (i.e. Visitor Experience staff, Facilities, janitorial, etc.) in moving museum equipment (i.e. stanchions, kiosks, signage, furniture, etc.);
- Physically pull and distribute alcohol and other F&B supplies for public sales;
- Assist in mediation of conflicts among guests, clients, vendors, Filoli staff, and emergency personnel by providing clarification and reiteration of Filoli's policies and procedures;
- Maintain internal systems for requesting and tracking resources and F&B program needs (set-up, break-down, linens, etc.);
- Develop an ongoing partnership with distributors and other F&B partners to maximize revenue and development opportunities;
- Ensure all breakdown of bars is completed and coordinate with other departments to ensure venues are back to usual state for public;
- Manage linen program including quarterly inventory and internal distribution;

- Manage food permitting for special events and public programming to ensure Filoli is in full compliance with San Mateo County policies;
- Oversee the onsite food service caterer and serve as a staff contact for ongoing needs;
- Support all aspects of the Events Department including private event rentals and public events and programs;
- Perform administrative tasks as needed by the Events Manager and Events Assistant;
- Work at Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

SUPERVISORY RESPONSIBILITIES

This position will occasionally supervise volunteers and staff.

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: Associates Degree, or a combination of education and experience equivalent to a 2-year degree, preferably with a focus on hospitality, food and beverage, or events;

Experience:

- Minimum of at least 2 years of experience in hospitality with a focus on food and beverage and/or bar management;
- Possess current Food Handler's Certification;
- Experience managing an inventory system including data entry and analytics;
- Strong proficiency and knowledge of Microsoft Office products and Google Applications;
- Experience with volunteers and managing a team is a plus;
- Knowledge of Square software a plus.

Skills and Abilities:

- Be a leader and the go-to representative while proactively managing food and beverage programs;
- Must be observant and have the ability to think critically and efficiently;
- Be a skilled communicator (listening and speaking) with excellent problem solving, observation, and interpersonal skills to clients, vendors, staff and volunteers;
- Possess an extraordinary level of diplomacy and tact;
- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be proactive and identify issues/tasks;
- Demonstrate excellent written communication skills;
- High proficiency in a PC, Windows environment and Microsoft Office products as well as Google Applications;
- 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 current Food Handler's Certification is required. Current driver's license and automobile insurance for personally owned car used in the course of business.

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
Filoli is an equal opportunity employer who values diversity in the workplace.