



**rabbit hill**  
snow resort

# Job Description

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## **Title**

Full Time Seasonal Food and Beverage Manager

## **Reports To**

General Manager

## **Position Summary**

The Food and Beverage Manager is responsible for overseeing all aspects of food and beverage operations at Rabbit Hill Snow Resort. This includes managing the day-to-day operations of the cafeteria, ensuring exceptional guest service, leading and developing a high-performing team, and maintaining high standards of food quality, safety, and operational efficiency.

## **Key Responsibilities**

### **Operations Management**

- Oversee daily operations of the cafeteria, kitchen, and any event-related F&B services.
- Schedule staff for efficient coverage across peak and off-peak hours.
- Manage ordering, inventory, cost control, and food waste reduction.
- Ensure consistent food quality, presentation, and service standards.
- Create and manage seasonal and event-based menus; source ingredients and negotiate with suppliers.
- Adopt new technologies and trends to boost efficiency and improve guests' overall experience.

### **Leadership & Staffing**

- **Model and promote Rabbit Hill's core values**—Accountability, Innovation, Adaptability, Passion, and Community—through daily actions, team support, and guest interactions.
- Recruit, train, supervise, and, when necessary, terminate front and back-of-house staff.
- Provide ongoing coaching, performance management, and support to foster a motivated, high-functioning team.
- Promote a positive, inclusive, and safety-focused workplace culture.

### **Guest Experience & Quality Control**

- Ensure a high level of customer satisfaction by delivering timely, friendly, and professional service.
- Handle guest feedback and resolve complaints effectively.
- Uphold cleanliness, sanitation, and health and safety standards across all F&B areas.

### **Budgeting & Reporting**

- Develop and manage the department's annual budget.
- Track financial performance; analyze variances and implement corrective actions.
- Complete and submit accurate monthly financial reports.

### **Interdepartmental Collaboration**

- Work closely with other departments, including Marketing, Accounting, and Events, to coordinate promotions, group bookings, and staff events.
- Perform other duties as assigned by the General Manager to support resort operations and service excellence.

### **Compliance & Safety**

- Enforce compliance with all local, provincial, and Rabbit Hill safety and sanitation regulations.
- Ensure all team members follow Rabbit Hill's policies and procedures.

## **Qualifications & Requirement**

### **Education & Experience**

- High school diploma or equivalent required; post-secondary education in hospitality or culinary management is an asset.
- Minimum 5 years' experience in a supervisory or management role in a high-volume food and beverage setting.
- Demonstrated leadership skills with the ability to coach and motivate a diverse team.
- Experience in seasonal or tourism/hospitality environments is preferred.

### **Certifications**

- Valid Food Handling Certification (AHS).
- ProServe Certification (mandatory).
- WHMIS (preferred).
- Valid driver's license and reliable transportation (required).
- Must be over 18 years of age.

### **Skills & Abilities**

- Strong knowledge of food and beverage operations, including inventory, budgeting, and health regulations.
- Excellent customer service and interpersonal skills.
- Highly organized with strong time management and attention to detail.
- Proficient in Microsoft Office and POS systems.
- Able to work flexible hours, including days, evenings, weekends, and holidays.
- Able to multitask and remain calm under pressure in a fast-paced environment.

### **Working Conditions**

- Primarily indoor role with frequent movement between hot kitchen areas and cooler storage or exterior spaces.
- May be exposed to extreme weather when assisting with outdoor events or supply runs.
- Frequent standing, walking, lifting, bending, and reaching.
- Exposure to cleaning chemicals, hot surfaces, and sharp utensils.
- Loud, high-energy environment; must be comfortable managing during peak busy periods.
- Requires physical presence and interaction with staff and guests.