

Title:	General Manager of Hospitality
Reports To:	President/CEO
FLSA Status:	Exempt: Full-Time, Salary

Overview:
<p>The General Manager of Hospitality oversees all Honeywell Arts & Entertainment Hospitality operations including sales, events, catering, and food and beverage at all venues, providing leadership and vision necessary to ensure all aspects of operations are executed to the highest standards. This position leads a group of professional, hard-working, energetic team members who are all empowered to do whatever it takes to deliver an exceptional guest experience.</p> <p>The General Manager will generate significant new strategies in addition to playing a key role in execution of both long- and short-range strategic planning, strengthening the organization and supporting growth-related initiatives. This position is responsible for analysis of financial statements and overall financial results and profitability within Hospitality.</p>

<p>Essential Duties and Responsibilities (Note: Other duties may be assigned) <i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • Provides strategy and leadership for the ongoing growth and expansion of the Hospitality department • Leads the Hospitality team to exceed every guest's expectations • Hires, develops, inspires and leads the team to exceed every guest's expectation • Enables unparalleled guest service by leading the team by example, constantly striving to delight and surprise our guests, customers and stakeholders • Clearly communicates expectations to all team members and holds all accountable • Visible in the operation, recognizes and maintains relationships with regular guests as well as cultivates relationships with new guests and/or customers through effective marketing and personal relationships • Implements and utilizes department strategic plan • Responsible for analysis of financial statements and overall financial results of the department, including food and beverage sales, gross profits and overall profitability • Analyzes and controls food and labor costs for the department • Analyzes reports and information concerning facility and catering operation such as daily food sales goals, patron attendance, and labor costs to prepare budget and maintains cost control of facility and catering operations • Maintains safe, secure, and healthy environment by establishing, following and enforcing sanitation standards and procedures • Plans, coordinates and manages team for efficient and effective work results • Plans and coordinates food service needs with customers • Researches new products and develops an analysis of the cost/profit benefits • Reviews work procedures and operational problems to determine ways to improve service, performance, and safety in the front of the house and the back of the house

- Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized
- Communicates financial information to the President/CEO including up-to-date budget information and revenue growth programs
- Prepares the annual budget for food and beverage operations
- Achieves budgeted revenues, control costs (which includes labor, food, maintenance etc.) and maximizes profitability related to the facility operations
- Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases

Responsibilities are subject to change and increase as the position evolves.

Knowledge, Skills, and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Adaptable, energetic, creative, positive, personable, and eager to learn
- Excellent interpersonal communication skills and the ability to make compelling oral and written presentations
- Treats sensitive and/or confidential information appropriately
- Exhibits high levels of integrity, ethical behavior, and professional maturity
- Strong time management skills and attention to detail
- Proficient project management skills
- Aptitude in decision-making and problem-solving
- Ability to reach agreements and consensus despite differing opinions and priorities
- Strong computer skills; Microsoft Office proficiency
- Stays abreast of industry best practices
- Demonstrable competency in strategic planning and business development
- Understands issues in the context of the big picture and can develop and execute on solutions appropriate for the situation

Education and/or Experience

Bachelor's degree and 7-10 years of related leadership experience in a similar position or equivalent combination of education and experience

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment
- Utilizing an office desk – sitting, reading, listening or speaking with the ability to move intermittently throughout the day
- Constant walking and standing; frequent bending, stooping and reaching
- Occasionally lift up to 50 lbs. with the ability to push or pull more than 50 lbs.
- Ability to work in a fast paced environment



Job Description

- Strong sensory skills, such as good eyesight, good hearing, and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines, and phones

Other Requirements

Position will require flexibility for day, evening and weekend hours