

Title:	General Manager of Food & Beverage (Charley Creek Inn)
Reports To:	President/CEO
FLSA Status:	Exempt: Full-Time, Salary

Overview:

The General Manager of Food & Beverage (Charley Creek Inn) is a hands-on leader responsible for all food and beverage operations for Twenty, overseeing daily restaurant operations, guest experience, and financial performance. This role supports catering, events, and sales initiatives while ensuring all food and beverage offerings align with Honeywell's standards for exceptional hospitality and operational excellence. This role also contributes to the strategic direction and continued growth of the property's food and beverage program as part of its ongoing integration with Honeywell Arts & Entertainment.

Essential Duties and Responsibilities (Note: Other duties may be assigned)

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.

- Leads the daily operations of Twenty Restaurant, ensuring exceptional guest experiences, efficient service, and high-quality food and beverage execution.
- Recruits, trains, develops, and supervises restaurant leadership and team members, fostering a culture of accountability, collaboration, and hospitality.
- Leads by example to create an exceptional guest experience, promptly resolving guest concerns and empowering team members to exceed service expectations.
- Maintains and demonstrates extensive knowledge of food, wine, beer, spirits, and hospitality trends, using this expertise to enhance the guest experience, support menu and beverage development, guide team training, and drive overall operational excellence.
- Oversees front-of-house and back-of-house operations to ensure seamless coordination, operational efficiency, and adherence to service standards.
- Partners with the General Manager of Hospitality to implement food and beverage strategies, operational initiatives, and performance goals.
- Monitors and analyzes key financial metrics, including sales, labor, food cost, beverage cost, and controllable expenses, taking corrective action as needed to achieve budgeted results.
- Assists in the preparation and management of annual operating budgets, forecasts, and financial reporting for the restaurant and related food and beverage operations.
- Works closely with the Executive Chef to develop menus, seasonal offerings, promotions, and pricing strategies that enhance the guest experience and support financial objectives.
- Oversees inventory management, purchasing, and vendor relationships to ensure product quality, consistency, and cost-effective procurement.

- Maintains compliance with all health, sanitation, food safety, alcohol service, and regulatory requirements while promoting a safe work environment.
- Continuously evaluates restaurant operations, service standards, and guest feedback to identify opportunities for improvement and operational excellence.
- Supports catering, private dining, and special events by coordinating food and beverage operations to ensure successful execution.
- Collaborates with the Marketing team on restaurant promotions, special events, and community engagement initiatives that increase awareness and drive revenue.
- Prepares and communicates regular operational and financial updates to the General Manager of Hospitality, identifying trends, challenges, and opportunities.
- Builds and maintains strong relationships with guests, community partners, and vendors to strengthen the restaurant's reputation and support business growth.
- Serves as a leader and ambassador for Honeywell Arts & Entertainment by demonstrating the organization's values, commitment to hospitality, and dedication to exceptional guest service.
- Performs other duties as assigned in support of the Food & Beverage and Hospitality operations.

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 and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear, compelling presentations and building relationships.
- **Confidentiality and Integrity:** Handles sensitive information with discretion and professionalism.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Decision-Making and Problem-Solving:** Strong judgment in resolving complex issues.
- **Consensus Building:** Effectively unites diverse perspectives to achieve common goals.
- **Tech-Savvy:** Advancing in Microsoft 365 and leveraging technology for productivity.
- **Industry Knowledge:** Stays current on trends and best practices to drive innovation.
- **Strategic Planning and Business Development:** Skilled in creating long-term strategies and driving growth.
- **Big Picture Thinking:** Aligns solutions with organizational objectives.
- **Leadership:** Leads and develops teams to achieve goals.
- **Change Management:** Guides the team through transitions and fosters adaptability.
- **Financial Acumen:** Manages budgets and resources for optimal efficiency.
- **Relationship Building and Collaboration:** Cultivates strong partnerships through teamwork and shared goals to drive innovation and service excellence.
- **Negotiation:** Effectively negotiates win-win outcomes with others.
- **Risk Management:** Identifies and mitigates risks.
- **Innovation and Problem-Solving:** Drives process improvements and creative solutions.
- **Cross-Functional Collaboration:** Works seamlessly across teams to achieve objectives.
- **Data-Driven Decision Making:** Uses data to inform strategic decisions.
- **Conflict Resolution:** Mediates disputes to maintain a positive work environment.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

Education and/or Experience



Job Description

Bachelor's degree and 5+ years of related leadership experience in a similar position or equivalent combination of education and experience

Environment and Physical Demands

<i>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.</i>

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| <ul style="list-style-type: none">• 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• Strong sensory skills, such as good eyesight, good hearing, and dexterity• Ability to operate office equipment, including computers, copiers, fax machines, and phones |
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Other Requirements

Position will require flexibility for day, evening and weekend hours.
