

Title:	General Manager of Food & Beverage (Charley Creek Inn)
Reports To:	General Manager of Hospitality
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 at Charley Creek Inn, overseeing a diverse portfolio that includes Twenty Restaurant, Green Hat Lounge, and rooftop and terrace dining opportunities. This role leads daily operations, guest experience, and financial performance, while supporting catering, events, and sales initiatives, ensuring all offerings align with Honeywell's standards for exceptional hospitality and operational excellence. The role also contributes to the strategic direction and ongoing development of food and beverage experiences across the property as part of its continued integration with Honeywell.

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 vision and execution of a food and beverage strategy that aligns with organizational mission and goals, including guest satisfaction, financial performance, and community impact.
- Hires, develops, and inspires a high-performing team, ensuring strong leadership is in place within each operational area.
- Fosters a culture of exceptional guest service by leading by example and empowering team members to exceed guest expectations.
- Serves as a visible and engaged presence across all Charley Creek Inn areas of responsibility, maintaining relationships with loyal patrons and cultivating new guest connections through personal outreach and marketing initiatives.
- Oversees and implements the department's strategic plan, ensuring alignment with organization-wide priorities and performance metrics.
- Provides regular analysis of financial results, including food and beverage sales, event profitability, and labor efficiency across all Charley Creek Inn areas of responsibility.
- Leads efforts to optimize cost controls, including food, labor, and purchasing efficiencies, ensuring profitability and sustainability.
- Collaborates with cross-functional leadership on the integration and onboarding of new properties or services.
- Prepares and manages annual budgets and long-term forecasts for all food and beverage operations.
- Communicates key financial and operational information to the President/CEO including performance reports, budget variance explanations, and growth initiatives.

- Maintains a safe, sanitary, and compliant work environment, establishing and enforcing standards and operating procedures.
- Leads continuous improvement efforts by reviewing service workflows, operational challenges, and guest feedback to enhance performance, safety, and experience across front-of-house and back-of-house operations.
- Research and implements new products, technologies, and best practices to improve profitability and guest service.
- Oversees vendor and purchasing strategy, ensuring quality, consistency, and fiscal responsibility in sourcing food, beverage, and food and beverage supplies.
- Serves as a brand ambassador for Honeywell Arts & Entertainment, ensuring all food and beverage offerings reflect the organization's values, service standards, and artistic mission.
- Participates in community and industry networks to promote Honeywell Arts & Entertainment as a premier cultural and food and beverage destination.
- Works closely with Marketing, Programming, and Development teams to support F&B-related campaigns, promotions, concerts, and donor/partner events.

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

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
- 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.