

Kitchens for Good

Job Description

POSITION TITLE: Director of Hospitality

REPORTS TO: CEO

FLSA STATUS: Exempt

Compensation: \$60,000-\$75,000 (DOE)

Who we are: Kitchens for Good (KFG) believes that kitchens are economic engines for good in their communities. Kitchens for Good is a 501(c)(3), social enterprise that breaks the cycles of food waste, hunger, and poverty through innovative solutions in workforce training, healthy food production, and profitable food enterprises. These enterprises include a robust catering and events operations, contract meal services, and activities conducted in enterprise kitchens. Kitchens for Good has been recognized for its innovative approaches and was recently voted Caterer of the Year by San Diego Magazine's readers.

Position Summary: The Director of Hospitality will be our director of first impressions for the organization and will need to selectively choose talented employees while integrating our talented culinary students in the execution and service of the events, while also leading the financial resources in the Front-of-the-House to achieve a profitable operation. As a member of the leadership team, the Director of Hospitality is responsible for the overall operations, including food quality, production, safety, and labor in absence of the Executive and Banquet Chef.

Essential Functions:

Catering and Events Operations

- Develops and implements procedures pertinent to the effective and efficient operation of the Catering and Events Department
- Responsible for the overall operating efficiency of the Catering and Events Department, for delivering a consistent client experience, and for the motivation and development of the service staff
- Implement effective budgeting, purchasing programs and inventory control in order to streamline labor and operating expenses. Develop short and long-term strategies for revenue growth
- Partners with Culinary team and department managers to align department goals and expectations with the organizations objectives.
- Responsible for the hiring, coaching, training, development, and performance management of the Catering and Events team.
- Oversees and executes event coordination for onsite and offsite events and when necessary, may be required to perform activities directly related to event execution.
- Responsible for conducting, maintaining, and strengthening the Front of House training for our Culinary Apprentice Program.
- Resolve client issues and complaints in a timely, professional, and effective manner.
- Develops and maintains client relationships to increase event and site bookings.

Sales Management

- Directs and provides leadership to the Sales Team towards the achievement of maximum profitability and growth.
- Assists staff in preparation of proposals to clients and provides final approval.
- Keeps abreast of evolving industry and competitive practices.
- Develops sales and revenue generating programs. Responsible for coaching and ensuring the performance of the sales team, as well as the attainment of sales targets. Trains employees on sales techniques.
- Conducts routine meetings, including one-on-one reviews, with all sales and service staff to build more effective communications, understand training and development needs, and to provide insight for the improvement of skill sets and overall department production.

Competencies:

- Strong Presentational Skills
- Collaboration and Strong Leadership Skills
- Customer/Client Focus
- Initiative/Self-Motivated
- Results Driven
- Organizational Skills

Qualifications

- Bachelor's degree (B.A) or equivalent of 5 years or more of proven hospitality experience as a food and beverage manager/director and or Catering and Events manager/director
- Multi-unit/Department experience strongly preferred
- Minimum of 3 years of catering and sales experience in hotel and/or catering venue
- Previous experience working with Caterease and Sales Force (Strongly Desirable)
- General knowledge of Windows, Excel, Word, and Gmail

Work Environment

While performing the essential functions of this job, the employee works outdoors and indoors in a controlled environment, and experiences a moderate noise level in the work environment. The employee understands that due to the nature of the Catering/Events business that the number of hours worked will be dependent on the number of events and that it is a requirement of this job to work the hours needed to accomplish all tasks to the standards set forth in this document. This will, on occasion, require working long days, in addition to nights and weekends as business dictates.

This job operates in a kitchen environment, housed with equipment such as an oven, stove, dishwasher, slicer, coffee machine, steamer, mixer and chef's knives. The employee is frequently exposed to heat steam, fire and noise.

In addition to the kitchen, this job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is occasionally required to sit, stand, reach, lift, bend, kneel, stoop, climb, push, and pull items weighing 50 pounds or less. The position requires manual dexterity; auditory and visual skills, and the ability to follow written and oral instructions and procedures.

Travel

Employee will be expected to travel to scheduled off-site events and/or designated locations.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Acknowledgment

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. Kitchens for Good will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

I understand that the job description, its requirements and that I am expected to complete all duties as assigned. I understand the job duties may be altered from time to time.