

POSITION: FOOD AND BEVERAGE MANAGER
POSTING DATE: March 2024
STATUS: FULL-TIME
REPORTS TO: ASSOCIATE DIRECTOR OF SALES AND AUDIENCE SERVICES
POSITION AVAILABLE: IMMEDIATELY



ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than \$8 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 50,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

The Food and Beverage Manager is responsible for managing all food and beverage operations. The F&B Manager will have overall responsibility for ensuring the highest standards for Round House Theatre’s hospitality experience, including the in-house cafe and bar as well as Development and Marketing events and private functions. The F&B Manager will work closely with the Facilities Manager and the rest of the Audience Services team to create and maintain a high-caliber experience for Round House Theatre patrons and guests. In addition, the F&B Manager will work closely with the Development and Marketing departments to support and execute strategies requiring F&B operations. This role will require evening and weekend hours. In addition to Café responsibilities, the F&B Manager will assist with weekday box office operations, as the performance schedule allows.

ESSENTIAL DUTIES AND RESPONSIBILITIES

OPERATIONAL

- Manage Food and Beverage Program, including coordinating food and beverage offerings for performances, events, and private functions and overseeing operations to ensure high standards of food, beverage, and service.
- Ensure Montgomery County and Maryland food safety and alcohol service rules and regulations are followed.
- Place and receive Food and Beverage orders to maintain inventory and ensure freshness and quality.
- Work with Facilities Manager to ensure all Food and Beverage areas and equipment are maintained and kept in good order.
- Provide excellent customer service, addressing the needs of patrons in a friendly, helpful, timely, and effective manner. Maintain knowledge of plays and ticket policies.
- Box office responsibilities include processing donations, selling single tickets and subscription packages. Assist in subscription renewal campaign, including inbound and outbound sales calls.

MANAGEMENT AND CUSTOMER SERVICE

- Identify, recruit, onboard, train, and develop Food and Beverage staff and direct reports.

- Undertake any relevant certification, training, and development required by Montgomery County and Maryland food safety and alcohol service rules and regulations.
- Ensure appropriate staffing levels, training, and certifications, as required for performances, events, and private functions.
- Lead Food and Beverage team to provide positive experiences for guests.
- Work with other Audience Services staff to resolve issues in a positive manner for guests.

STRATEGIC

- Develop business plan for Food and Beverage Program and operations.
- Support Marketing and Development departments to engage audiences, guests, patrons, and donors.
- Work in conjunction with Patron Experience and Rentals Manager to grow the rental program and private functions.
- Participate in Round House's equity, diversity, inclusion, and accessibility (EDIA) efforts, including serving on an EDIA subgroup and helping to fulfill and promote Round House's mission and values.
- Identify, engage, and build relationships with local vendors and businesses.

FINANCIAL

- Create a budget for the season based on performances, events, and private functions to ensure adherence to the budget and understand variances, if any.
- Oversee costs to ensure vendors provide competitive pricing.
- Submit vendor invoices to accounting promptly and remit invoices to appropriate departments and clients for Food and Beverage services provided.
- Manage payments for Food and Beverage operations, including cash handling, credit card batches, and bank deposits.

OTHER RESPONSIBILITIES

- Act as key holder of building, ensuring smooth and safe operations and security procedures are maintained. Operates as the closing Café staff for a minimum of 5 performances each week.
- Attend internal and external meetings as required.
- Other duties and responsibilities as may reasonably be assigned.

This Job Description is not an exhaustive description of duties. The F&B Manager will be required to adopt a flexible approach to the role and responsibilities. From time to time, the F&B Manager may be required to undertake alternative or additional duties commensurate with skills, experience, and capabilities.

PREFERRED QUALIFICATIONS AND CAPABILITIES

Where the qualifications are described in terms of formal education or direct work experience, Round House welcomes the substitution of relevant prior experience.

SKILLS AND EXPERIENCE

- Customer service focus and a genuine desire to deliver an excellent experience for guests.
- People skills, with the ability to work with and develop a team of part-time and seasonal staff.
- Ability to work in a fast-paced environment and manage priorities.
- Ability to successfully manage relationships with a broad range of stakeholders, including vendors, local authority, clients, and corporate and community partners.
- Budgetary and financial experience preferred, including budget writing, P&L control, invoice processing, analysis, and reporting.
- Food and Beverage experience, delivering a variety of activities and working with multiple teams and knowledge of hospitality, including business planning, event delivery, and customer care and pricing strategy development.
- Manager level experience and knowledge of HR processes including appraisal, disciplinary, and other related procedures.

CERTIFICATIONS

- Montgomery County Food Service Manager certified, or ability to be certified.
- TIPS (or similarly Maryland recognized alcohol service program) certified, or ability to be certified.

PHYSICAL DEMANDS/WORK ENVIRONMENT

- While performing the duties of this job, to operate equipment and ensure adherence to food quality standards, the individual is regularly required to stand, walk, use hands to handle or feel, reach with hands and arms, talk or hear, and smell. The individual is occasionally required to climb or balance and stoop, kneel, or crouch. The individual must regularly lift and/or move up to 40 pounds and reach items from 6 to 72 inches high.
- While performing the duties of this job, the individual is occasionally exposed to cold and/or wet conditions and moving mechanical parts.

BENEFITS

- Salary: \$42,000 – 45,000
- Health insurance – Choice of fully-funded HMO or optional PPO
- Dental, Life and Long-Term Disability Insurance
- Generous paid time off, including annual, personal, and sick leave

HOW TO APPLY Submit a cover letter and resume to jobs@roundhousetheatre.org with “F&B Manager” in the subject line. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit RoundHouseTheatre.org. No phone calls please.