

One company.
One brand.
One Vision.

IT'S ALL ABOUT THE OPPORTUNITY

TD Garden – Boston, MA



The Opportunity: Food & Beverage Manager V

Unit Summary: The TD Garden in Boston is home to the 2011 Stanley Cup Champions Boston Bruins and 2010 NBA Champions Boston Celtics. The state-of-the-art TD Garden is a year-round, 19,600-seat arena, fully equipped with three private restaurants, 104 executive suites, 2,400 club seats, a multi-million dollar video scoreboard and our newest addition, complete 360° LED technology. Sportservice currently operates all retail stores and all retail portables at this location. Please visit www.tdgarden.com for more information.

Your Role: Responsible for all aspects of premium services and directing the catering and fine dining operations at the facility. Oversees over 100 suites, 3 restaurants, Premium Club, SportsDeck and all catering functions. Also responsible for:

- Directly oversees management and hourly associates for all premium services departments, including hiring, training, scheduling, coaching and counseling, and termination; ensures all associates adhere to company standards and procedures
- Oversees day to day operations of premium departments; creates and develops menus, beverage lists and prices; selects products used; purchases products; ensures accurate quantities of food and beverages as specified by menu; maintains existing programs and develops new concepts that ensure the highest possible quality of food service.
- Maintains positive client and guest relations; responds to client requests and ensures alignment with company standards; investigates and follows through on client and guest complaints.
- Directly accountable for budget and profitability of departments; standardizes portions; controls food, beverage, and labor costs; with General Manager, develops financial objectives consistent with Company objectives.
- Works or is liaison between Back of House culinary operations and Front of House department managers.

Our Expectations: Qualified associate must have:

- Minimum of 5 years progressive management experience in multi-unit food and beverage operations.
- Upscale/Fine Dining and Special Event Catering experience is required. Previous stadium/arena-related experience is preferred.
- Operational financial management accountability and budgeting experience is required.
- Excellent customer service orientation, communication and organizational skills.
- Experience working in a union environment preferred.
- Bachelor's degree in Hotel/Restaurant Management preferred.