



Title: Food and beverage manager

Division/Department: Operations

Reporting To: Operations director

FLSA classification: ☐ Exempt ☒ Non-exempt

Employment type: ☒ Full time ☐ Part time ☐ Intern ☐ Contract

Position summary

The food and beverage manager's responsible for creation of the food and beverage program and operations within the Carolina Theatre at Belk Place, including bars, concessions, special event catering and VIP lounges. This role ensures the highest level of service, compliance and guest experience before, during and after performances. The food and beverage manager leads a team of supervisors, bartenders and support staff, while working closely with event coordinators, vendors and external partners.

Duties and responsibilities

- Manage all day-to-day food and beverage operations, including staffing, inventory, procurement, scheduling and compliance
- Coordinate food and drink service for performances, private events, galas and donor receptions
- Ensures menu items, concession equipment, food, signs and pricing remain current and relevant for programming and rentals
- Hire, train and manage food and beverage team members; foster a culture of hospitality and professionalism
- Ensure staff adheres to health, safety and alcohol service regulations (e.g., TIPS or ServSafe)
- Ensure high-quality customer service at all food and beverage outlets within the venue
- Respond to customer feedback and resolve service issues in a timely, effective manner
- Monitor budgets, control costs and maximize profitability across all outlets
- Conduct regular inventory audits and maintain accurate records of sales and stock levels
- Responsible for taxes, sales and reconciliation
- Collaborate with third-party vendors, local suppliers and catering partners to ensure quality offerings
- Negotiate contracts and maintain relationships with food and beverage distributors
- Ensure compliance with all local and state health regulations and North Carolina liquor laws
- Maintain cleanliness and safety standards across all food and beverage areas and conduct monthly deep cleaning of catering kitchen
- Serve as contact for inspections for liquor license and health department
- Night-of event support
- Other duties as assigned

This job description's not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Job qualifications

- 3 to 5 years management experience; preference of theatre experience
- Bachelor's degree preferred
- Strong sense of project management and organizational skills
- Strong leadership skills
- Ability to delegate tasks and responsibilities as appropriate
- Comfortable learning new technology applications
- Responsive, service-oriented work style
- Ability to multi-task, work under pressure and maintain deadlines
- Strong communication skills with clients, employees, management and contractors
- Ability to work flexible hours, including nights, weekends and holidays
- Ability to meet the physical demands of the job, including lifting, carrying, moving, climbing, etc.
- Must be able to reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl
- Ability to perform strenuous, manual labor work during long periods of time, including, but not limited to, general lifting up to an estimated 40 to 50 pounds and loading, unloading, carrying and other heavy labor tasks at and around Foundation For The Carolinas' properties
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks during extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another.

Please submit your cover letter and resumes to jobs@thecarolina.com