



Position: Hospitality Manager

Reports to: Associate Director for Program and Operations

Responsibilities:

Manage food service functions and personnel

- Food purchasing, receiving, and inventory
- Menu development, balancing nutrition, cost, and quality
- Assist in hiring and training of food-service staff
- Assist in evaluation of food-service staff
- Supervision and scheduling of seasonal and part-time food-service staff, including cooks, dishwashers, and summer-camp food service
- Maintain records related to food-service operation, including but not limited to temperature logs, number of meals served, and other services rendered to groups
- Maintain food service areas and operations in compliance with the standards of New York State, the Putnam County Health Department, and the American Camp Association
- Work in kitchen directly to prepare and serve meals as needed, especially during the less busy months

Oversee housekeeping for retreat center

- Assist in hiring and training of seasonal and part-time housekeeping staff
- Assist in evaluation of housekeeping staff
- Develop and implement standardized procedures for housekeeping tasks
- Maintain safety data sheets for all chemicals used in housekeeping
- Maintain housekeeping storage in a usable and organized fashion
- Maintain and organized stock of bedding, towels, paper-product, and cleaning supplies
- Housekeeping tasks as needed especially during the less busy months, including but not limited to cleaning and turning rooms after guests
- Inform site and facilities team of any repairs that are needed, with as much advance notice as is practicable. Follow-up on status of maintenance and repairs as needed.

Serve as host for guests

- Greet groups and orient them to the facilities
- Make room assignments and distribute keys for guests as needed
- Equip guests with the knowledge and confidence to be as self-sufficient as possible
- Interact with guests, visitors, and others in a cheerful and welcoming manner

- Participate in the on-call staff rotation, carrying the host/caretaker phone to address unexpected or emergency group needs as they arise

Other duties as assigned

Qualifications

Required

- Ability and willingness to support the mission of Holmes Camp & Retreat Center, welcoming guests of all races, genders, sexualities, religions, and nationalities with a sense of deep hospitality
- Two years successful experience in commercial food production, including cost control responsibilities
- Successful customer service experience
- Possess ServSafe Manager certification or be willing and able to acquire certification upon hire
- Possess American Red Cross First Aid & CPR/AED certification or equivalent, or be willing to obtain upon hire
- Willingness to work a flexible schedule, with large variations in workflow and hours depending on seasonal operations and guest needs
- Demonstrated ability to cook from scratch
- An eye for cleanliness
- Valid Driver's License and clean driving record
- Basic competency with Google Docs or Microsoft Office
- Demonstrated ability to supervise others

Preferred

- Two-years supervisory experience in bulk food production, especially camps, cafeterias, or retreat centers
- Janitorial, housekeeping, or commercial cleaning experience
- Familiarity with American Camp Association standards and accreditation
- Experience in a summer camp setting, in any role

Essential Functions

Ability to load, unload, and move food supplies; ability to operate commercial kitchen equipment to prepare food; ability use mechanical equipment and chemicals safely; ability to lift food, dishes, and equipment to appropriate storage locations; ability to operate commercial dishwasher; ability to carry out cleaning tasks including mopping, sweeping, vacuuming, and cleaning bathroom and kitchen fixtures; ability to communicate clearly with supervisors, coworkers, and supervisees.