

A CareerZone Occupational Brief for:  
**Food Service Managers**

An occupation in Human and Public Services

New York State Department of Labor  
David A. Paterson, Governor

### Job Description

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

### Interests

**Enterprising** - Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

### Tasks

1. Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
2. Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
3. Count money and make bank deposits.
4. Investigate and resolve complaints regarding food quality, service, or accommodations.
5. Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.
6. Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
7. Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
8. Maintain food and equipment inventories, and keep inventory records.
9. Schedule staff hours and assign duties.
10. Establish standards for personnel performance and customer service.
11. Perform some food preparation or service tasks such as cooking, clearing tables, and serving food and drinks when necessary.

### Skills

**Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Persuasion** - Persuading others to change their minds or behavior.

**Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.

**Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Management of Personnel Resources** - Motivating, developing, and directing people as they work, identifying the best people for the job.

**Speaking** - Talking to others to convey information effectively.

**Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

## Knowledge

**Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Production and Processing** - Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

**Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

**Personnel and Human Resources** - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

**Sales and Marketing** - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

**English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

## Education

### Job Zone Three: Medium Preparation Needed

**Education:** Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

**Training:** Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

## School Programs

**Restaurant, Culinary, and Catering Management/Manager.** - A program that prepares individuals to plan, supervise, and manage food and beverage preparation and service operations, restaurant facilities, and catering services. Includes instruction in food/beverage industry operations, cost control, purchasing and storage, business administration, logistics, personnel management, culinary arts, restaurant and menu planning, executive chef functions, event planning and management, health and safety, insurance, and applicable law and regulations.

**Hospitality Administration/Management, General.** - A program that prepares individuals to serve as general managers and directors of hospitality operations on a system-wide basis, including both travel arrangements and promotion and the provision of traveler facilities. Includes instruction in principles of operations in the travel

and tourism, hotel and lodging facilities, food services, and recreation facilities industries; hospitality marketing strategies; hospitality planning; management and coordination of franchise and unit operations; business management; accounting and financial management; hospitality transportation and logistics; and hospitality industry policies and regulations.

**Hotel/Motel Administration/Management.** - A program that prepares individuals to manage operations and facilities that provide lodging services to the traveling public. Includes instruction in hospitality industry principles; supplies purchasing, storage and control; hotel facilities design and planning; hospitality industry law; personnel management and labor relations; financial management; marketing and sales promotion; convention and event management; front desk operations; and applications to specific types of hotels and motel operations.

**Restaurant/Food Services Management.** - A program that prepares individuals to plan, manage, and market restaurants, food services in hospitality establishments, food service chains and franchise networks, and restaurant supply operations. Includes instruction in hospitality administration, food services management, wholesale logistics and distribution, franchise operations, business networking, personnel management, culinary arts, business planning and capitalization, food industry operations, marketing and retailing, business law and regulations, finance, and professional standards and ethics.

## Wages

In NY the average wage for this occupation was:

\$34,390 (per year) for entry level workers, and \$64,710 (per year) for experienced workers.

## Job Outlook

Based on the total number of annual openings and its growth rate, the employment prospects for this occupation are described as Favorable.

In 2006, employment for Food Service Managers in NY was: 15,750.

It is anticipated that in the year 2016, employment in this area will number 16,370. There will be an increase of 60 new positions annually (0.0%). In addition, 370 jobs per year (0.02%) will become available due to employee turnover.

## Similar Jobs

**Lodging Managers** - Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.

**Medical and Health Services Managers** - Plan, direct, or coordinate medicine and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

**Social and Community Service Managers** - Plan, organize, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

**First-Line Supervisors/Managers of Food Preparation and Serving Workers** - Supervise workers engaged in preparing and serving food.

**Recreation Workers** - Conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. Organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies, taking into account the needs and interests of individual members.

**First-Line Supervisors/Managers of Office and Administrative Support Workers** - Supervise and coordinate the activities of clerical and administrative support workers.