



**Job Title:** **DIRECTOR OF FOOD & BEVERAGE**  
**Location:** Cypress Mountain Resort  
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9  
604-926-5612 [www.cypressmountain.com](http://www.cypressmountain.com)  
**Department:** Food & Beverage  
**Status:** Full Time/Year-Round (FTYR)  
**Reports To:** General Manager – Cypress Mountain & SVP of Food & Beverage - Boyne Resorts  
**Start Date:** April 2024

Cypress Mountain is recruiting a Food & Beverage Director that has a passion for food and is a true leader that thrives in supporting the F&B team towards common goals. This involves providing direction, fostering a positive work environment and continuous training. The successful candidate will lead the F&B team of approximately 180 members, in the delivery of high-quality food and beverage service while managing the operations including the Cypress Creek Grill, the Crazy Raven Bar, Hollyburn Lodge and five other grab-and-go style outlets. This is a senior leadership position based at the ski resort.

**DUTIES & RESPONSIBILITIES** (include but not limited to the following):

**Guest-Centric Approach:**

- Anticipate guest needs but also analyze guest feedback and market trends to make data-driven decisions aimed at improving guest satisfaction.
- Demonstrate a commitment to creating exceptional guest experiences throughout the organization.
- Develop and implement training programs to enhance staff's hospitality skills.

**Service and Culture Development:**

- Cultivate a culture of service excellence through attention to detail.
- Manage and lead the F&B team by example, providing guidance, training, and support to achieve exceptional service standards.
- Embrace the company's core values:
  - K.R.P. – Kindness, Respect and Professionalism in every interaction
  - L.E.A.D.- Long Term Thinking, Excellence in Execution, Attitude is Everything and Develop Great People

**Menu Innovation and Quality Improvement:**

- Collaborate menu development with the culinary team, to stay on trend with industry standards and guest preference.
- Stay up to date on emerging technology to maintain a competitive edge in the industry.
- Implement strategies to improve the quality of food offerings, aiming to be recognized for both exceptional service and outstanding cuisine.
- Develop a reputation for the quality of food offerings to complement exceptional service.

**Team Leadership and Development:**

- Recruit, develop, and manage a highly skilled and service-oriented team.
- Implement continuous training programs focused on hospitality, service standards, and industry trends.
- Foster a deep understanding of and commitment to achieving all divisional Key Performance Indicators (KPIs), including NPS scores, team member engagement.

**Collaborative Business Growth:**

- Work collaboratively to develop a comprehensive summer business plan, emphasizing hospitality-driven initiatives.
- Activate summer events to generate business and enhance the overall guest experience.
- Plan and execute promotional events, special menus, and marketing initiatives to attract and retain guests.

**Financial Management:**

- Set and maintain financial targets for revenue growth while prioritizing service quality and a variety of menu offerings.
- Monitor and control operational costs including food and labour expenses, to achieve budgetary goals.
- Implement strong inventory and financial controls, ensuring efficient operations.

**Supplier Relationships and Purchasing:**

- Establish and maintain strong relationships with suppliers, negotiating contracts to ensure favourable terms and pricing.

**Maintenance and Capital Management:**

- Track maintenance and capital needs, ensuring a safe and aesthetically pleasing environment for guests.

**Communication and Collaboration:**

- Regularly communicate with other senior leadership and departments around the mountain.
- Provide routine progress updates to the General Manager & SVP on resort and department goals.

**Safety:**

- Demonstrate safety consciousness with guests, resort, and co-workers.
- Work closely with the Health & Safety team to promote adherence to & creation of SWP's for the F&B department to reduce risk.

**QUALIFICATIONS/COMPETENCIES:**

- 7+ years of progressive experience in Food and Beverage management.
- Strong leadership skills with the ability to inspire and motivate a diverse team.
- Excellent organizational and strategic planning capabilities.
- In-depth knowledge of culinary trends, menu development, and food safety standards.
- Proven experience in elevating hospitality standards and developing a culture of service excellence.
- Commitment to delivering high-quality food.
- Exceptional communication and people skills.
- Analytical mindset with the ability to interpret data and make strategic recommendations.
- Excellent time management and organizational skills.
- Ability to multi-task in a demanding environment.
- Well organized, punctual, hardworking, self-motivated, and outgoing.
- Ability to remain organized and courteous when under pressure.
- Adaptable to work effectively in a diverse and ever-changing working environment.
- Proficient in Microsoft Office.
- Experience in F&B within a ski resort, outdoor recreation, or tourism industry is highly desirable.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Degree in Hotel/Restaurant Management or related field of study.
- Food Safe Level 2
- Serving It Right
- Must be able to legally work in Canada.
- Valid driver's license
- A dependable/insured vehicle with winter tires to get to/from work (no shuttle service in the off-season months)

**WAGE/BENEFITS:**

- Annual Wage: \$ 100,000 - \$120,000 DOE
- Benefits package
- Annual bonus program
- Skiing/riding/cross country skiing/snowshoeing/snow tubing benefits
- Season pass(es) for immediate family (including spouse and minor children)
- Free Lessons & Discounts in both F&B and Big Bear Sports
- FUN work atmosphere in unique environment!

**TO APPLY:**

Cypress Mountain is an equal opportunity employer and encourages candidates of all backgrounds to apply. If you are passionate about Food and Beverage and thrive in a collaborative environment, we invite you to apply for this exciting opportunity [www.cypressmountain.com/employment](http://www.cypressmountain.com/employment)

*The above description is a general overview of the responsibilities of the position but is not intended to be all-encompassing. Additional or alternative responsibilities may be assigned and discussed, depending on the dynamic needs of the department and Cypress Mountain Resort as a whole.*