

**DACUM Research Chart
for Food & Beverage
Director FLiK
International Conference
Center Management**

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DACUM Research Chart for: Conference Center Food & Beverage Director - FLiK International

DUTIES		← Tasks					
		A-1	A-2	A-3	A-4	A-5	A-6
A	Direct F&B Operations	Develop Service Standards	Oversee Service Standards Implementation	Oversee Menu Development	Oversee Purchasing Process	Create Visual Atmosphere	Approve Staff Schedules
		A-15	A-16	A-17	A-18	A-19	
		Oversee Food Safety Procedures	Oversee Sanitation Procedures	Facilitate Crisis Management Procedures	Enforce Legal Compliance	Leverage Core 4 Resources	
B	Manage Quality Assurance	B-1	B-2		B-3	B-4	B-5
		Conduct QA Audits (e.g. service, F&B, safety, sanitation)	Conduct Operational Inspections (e.g. food, menu, platinum service, signage, purchasing, associates)		Measure Service Levels	Monitor Facility Maintenance	Oversee Survey Implementation
C	Manage Financial Processes	C-1	C-2	C-3	C-4	C-5	C-6
		Create Department Budget(s)	Create Department Forecast	Maintain Price Portion Guide	Oversee Operations Costs (e.g. food, beverage, labor, operational)	Adjust Departmental Pricing	Control Inventory Turns (F&B, & non-food)
D	Implement Marketing Strategies	D-1		D-2	D-3	D-4	D-5
		Perform F&B Competitive Analysis (e.g. market baskets, benchmarking, price comparisons)		Create Marketing Plan	Develop Pricing Strategies (e.g. menu, space, equipment)	Develop Marketing Material	Roll Out Marketing Initiatives (Internal & External)
E	Facilitate Training & Development	E-1	E-2	E-3	E-4	E-5	
		Implement Corporate Training Initiatives (e.g. CHAT, Be A Star)	Conduct Platinum Service Training	Support Reward/Recognition Programs	Coordinate Team Building Programs	Provide Associate Development Opportunities (e.g. succession planning, mentoring, cross training, CFE)	
F	Administer HR Functions	F-1	F-2	F-3	F-4	F-5	
		Comply with HR Policies	Update Job Descriptions	Participate in Recruiting Efforts	Conduct Candidate Interviews	Review Pre-Employment Documentation (e.g. drug test, reference, background)	
G	Maintain Client Relations	G-1		G-2	G-3	G-4	G-5
		Interpret Client Culture (e.g. vision, mission, policies, environmental behaviors)		Adapt to Client DiSC Profile	Adhere to Client Customer Contracts	Manage Client Expectations	Accommodate Client Preferences
H	Pursue Personal Development	H-1	H-2	H-3	H-4	H-5	H-6
		Conduct Self Assessment (e.g. DiSC, self appraisal, 360 appraisal)	Solicit Performance Feedback	Establish Development Goals	Participate in Performance Appraisal	Create PDP (e.g. objectives, activities, measurements)	Manage PDP
		H-15	H-16	H-17	H-18	H-19	
		Pursue Continuing Education	Implement Best Practices	Support Community Activities	Engage in Company Taskforces	Maintain Career Portfolios (e.g. resume, certificates, licenses, recommendation letters)	

DACUM Research Chart for Food & Beverage Director FLiK International Conference Center Management

<p>General Knowledge and Skills</p> <ul style="list-style-type: none"> •Accounting •Alcohol •Analytical •Bi-Lingual •Business etiquette •Coaching •Computer •Conflict resolution •Counseling •CPR •Creativity •Critical thinking •Decision making •Delegation •Equipment •Financial •Fine dining •Food & Beverage •Human Resources •Interpersonal •Interviewing •Leadership •Listening •Marketing •Motivational •Multicultural •Multitask •Negotiating •Organization •People •Planning •Political savvy •Presentation •Problem solving •Professional image •Sales •Sanitation •Sense of humor •Servsafe •Stress management •Time Management •Writing 	<p>Worker Behaviors</p> <ul style="list-style-type: none"> •Ability to challenge •Accountable •Ambitious •Analytical •Appealing •Approachable •Articulate •Assertive •Bold •Change agent •Charismatic •Coachable •Cohesive •Committed •Common sense •Compassionate •Competent •Consistent •Corporate & sector culture •Creative •Customer focused •Decisive •Delegate •Dependable •Detail •Diplomatic •Disciplined •Efficient •Embrace diversity •Energetic •Enthusiastic •Entrepreneurial •Ethical •Even-tempered •Fair •Fiscal •Flexible •Follow Through •Good listener •Innovative •Insightful •Integrity •Knowledgeable •Leader •Loyal •Mature •Motivational •Multitasker •Objective •Observant •Open-minded •Organized •Passionate •Patient •People Oriented •Persistent •Proactive •Professionalism •Punctual •Resilient •Resourceful •Respectful •Responsible •Responsive •Results oriented •Risk-taker •Role model •Self motivated •Sense of humor •Socially responsible •Strategic •Tactful •Teachable •Teacher •Team builder •Trust worthy •Useful •Visionary
<p>Tools, Equipment, Supplies and Materials</p> <ul style="list-style-type: none"> •MyCompass website •Approved vendor list •Beverages •Bid sheets •Business cards •Business reports •Calculator •Certificates •Cleaning supplies •Clock •Company directory •Comark auditor •Computer •Contact list •Copier •Digital camera •E-mail •Fax •First aid kit •Floor plans •Food •Food Directory •Hazardous waste kit •Industry publications •Job descriptions •Keys •Licenses •Linens •Marketing •MOG •Office supplies •P-cards •PDA •POS •Price & Portion guide •Printer •Reference books •RMS Software •Safe •Scale •Security system •Streamer/iron •Table top display •Thermometers •Time card machine •Two-way radios •Training Materials 	<p>Future Trends and Concerns</p> <ul style="list-style-type: none"> •Aging workforce •Allergies •Benefit •Bio-Terrorism •Compensation •Corporate responsibility •Disease •Diversity •Economic fluctuations •ESL •Fair trade •Flexible work schedule •Food diets •Gas prices •Generational difference •Global economy •Green initiatives •HACCP •Healthy eating •Hormone-free products •Immigration •Labor market •Organic •Product recalls •Products from China •Recycling •Retirement age •Sector growth •Security •Social responsibility •Social Security •Stress •Sustainability •Technology •Terrorism •Travel industry •Union •Work-life balance
<p>Acronyms</p> <ul style="list-style-type: none"> •ABC Alcohol Beverage Control •ADA Americans with Disabilities •ADR Average Daily Rate •AED Automatic External Defibrillator •AV Audio Visual •B&I Business & Industry •BEO Banquet Event Order •BOH Back of the House •CBA Collective Bargaining Agreement •CFE Center For Excellence •CHAT Communication Help and Training •CMP Complete Meeting Package •CPR Cardiopulmonary Resuscitation •DMP Day Meeting Package •DSO Daily Sales Outstanding •EEOC Equal Employment Opportunity •FDA Food & Drug Administration •FIP Field incentive program •FMP Food Management Professional •FOH Front Of The House •GPO Group Purchasing Organization •ICR Internal Control Review •MAP Management And Performance •MOG Managed Order Guide •MSDS Material Safety Data Sheet •NOI Net Operating Income •OFCCP Office Of Federal Contract Compliance Programs •OSHA Occupational Safety & Health Administration •P&L Profit & Loss •PBI Profit Before Indirect •PC Petty Cash •PC Portion Control •P-card Purchasing Card •PDP Personal Development Plan •PMS Property Management Systems •PO Purchasing Order •POS Point Of Sale •QA Quality Assurance •SFM Society For Foodservice Management •TIPS Training For Intervention Procedures 	