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| Job Band – 3  Hotel Level – IV – V | Department – Food and Beverage Admin  Reports to – General Manager |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

## As Director of Food and Beverage you’ll lead and direct food and beverage operations, ensuring quality service and standards are maintained to deliver a memorable guest experience. Always following government regulations concerning health, safety or other requirements.

## Your day-to-day

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| **People**   * Direct everyday activity, plan and assign work ensuring you always have the right staffing numbers * Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues * Train colleagues to make sure they deliver with compliance and to the standards we expect * Drive a great working environment for teams to thrive - linking up departments to create sense of one team * Promote teamwork and quality service through daily communication and coordination with other departments * Recommend or initiate any HR elated actions where needed | **Financial**   * Help prepare the hotel’s annual budget and the setting of departmental goals * Monitor budget and control expenses with a focus on food, beverage, and labour costs * Working with the catering office, identify additional sales opportunities to enhance revenue * Drive promotions that deliver great dining experiences for guests at a good value * Make sure credit and financial transactions are handled securely |
| **Guest Experience**   * Make sure all food and beverage equipment is in operational condition and regularly cleaned * Make sure all food and beverage facilities including banquet/convention spaces are clean and properly stocked to anticipated business volume. Notify engineering immediately of any maintenance and repair needs * Establish and achieve quality and guest satisfaction goals. Help guests with their requests and complaints - making sure you maintain a high level of guest satisfaction * Analyse guest insights to identify and meet customer expectations and build on guest loyalty * Regularly communicate with guests to ensure expectations are met | **Responsible Business**   * Manage hotel food and beverage marketing programmes and participate in and maintain system-wide food and beverage marketing programmes and promotions * Keep an eye on competitor activity / industry innovation. Review and approve menu design and concepts with the Executive Chef * Make sure food and drinks are secure and stored safely - always keep stock replenished to minimise waste * Handle food and beverage inventory procedures. Determine minimum and maximum stocks for all food, beverage, material, and equipment * Other ad-hoc duties - unexpected moments when we have to pull together to get a task done * May also serve as manager on duty |

**Accountabilities**

This is the top food and beverage job in a large, luxury or resort hotel. Supervises a large number of employees in multiple major food and beverage outlets and kitchens, and banquet and convention facilities. Oversees multiple managers and supervisors.

What we need from you

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| * Bachelor’s degree / higher education qualification / equivalent in Hotel Management, culinary arts, or related field * 4+ years’ related experience, including management experience | * Must speak local language * Must obtain certifications or permits as required by local governmental agencies. |
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How do I deliver this?

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| We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.   |  |  | | --- | --- | |  | | | Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.   * True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests * True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay * True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs * True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. | |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |