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| Job Band – 4Hotel Level – II - III | Department – Food and BeverageReports 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 Food and Beverage Manager, you’ll manage food and beverage operations to 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*** Manage 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
* 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 in a secure manner

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| **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
 | **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 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

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**Accountabilities**

This is the top food and beverage job in the hotel. Supervising a large number of team members in one or two food and beverage outlets, kitchens, and may include banquet facilities that cater to 500 people or less. May oversee one or more subordinate managers or supervisors.

 What we need from you

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| * Some college and/or advanced training in food and beverage management
* 2 years of related experience, including supervisory experience, or an equivalent combination of education and experience
* Bachelor’s degree / higher education qualification in Hotel Management, culinary arts, or related field preferred
 | * Must speak local language
* Alcohol awareness certification and/or food service permit or valid health/food handler card, as required by local law

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## How do I deliver this?

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.

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| 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 |