

JOB DESCRIPTION

JOB TITLE:	Hotel Restaurant and Bar Manager
NAME OF JOBHOLDER:	TBC
REPORTS TO (TITLE):	Hotel Assistant General Manager
OFFICE/HO DEPT:	Hilton Garden Inn Hotel
DATE:	May 2018

1. MAIN PURPOSE OF JOB

(one statement explaining the job's overall objective)

To ensure the smooth operation of the front of house F&B outlets within the hotel: restaurant, bar, room service and Pantry/Shop, ensuring an outstanding F&B experience is given to each customer which reflects brand and company standards.

2. JOB SPECIFIC TASKS

(the major end results the job is expected to achieve)

- Be in charge of a busy service, both at breakfast and evening meal. Dealing with any issues that may arise
- Supervise the F&B department to ensure effective operation on a day to day basis. This includes managing staffing rotas, information meetings
- Communicate and delegate tasks to the service team
- Welcome guests in a polite and friendly manner
- Take and deliver customer orders, consistently demonstrating high levels of customer service
- Prepare set ups for tables in the restaurant
- Follow cash handling procedures
- Manage guest queries in a timely and efficient manner
- Positively engage the F&B team to promote sales opportunities in order to maximise sales revenues and exceed budgeted sales targets
- Training and development of the F&B Service team
- Ensure compliance of brand standards
- Ensure the correcting handling/recording of all F&B sales
- To make sure the F&B department is ready for business at all times
- Ensure the appropriate stock levels are maintained in accordance with LCCC procedures.
- Ensure cleanliness of work areas
- Comply with hotel security, fire regulations and all health and safety legislation
- Comply with local licensing laws
- Assist other departments wherever necessary and maintain good working relationships
- Maintain excellent relations with Head Chef and the Kitchen team and ensuring that support is provided to the management of all aspects of the F&B team (both FOH and BOH).
- Ensure required financial targets are delivered.

3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED

(the expertise needed to perform the job to the required standard)

- Previous food and beverage experience within a hotel
- Experience of managing a F&B Service team
- Ability to demonstrate delegation skills
- Good leadership skills
- Customer focus
- Financial awareness
- Excellent communication skills
- Positive attitude
- Flexibility to respond quickly and positively to a range of work situations
- Immaculate grooming standards
- Flexible with working hours, you will be required to work early mornings, evenings and weekends

AGREED AND SIGNED BY:

JOBHOLDER:

MANAGER:

DATE:

DATE TO BE REVIEWED: