

FOOD & BEVERAGE MANAGER

Job Title:

Food and Beverage Manager

Place of Work:

A hotel

Scope and General Purpose:

To supervise and control all catering outlets in a hotel to the required standards, within agreed budgetary limits and parameters of the law, particularly liquor law.

Responsible to:

General Manager

Responsible for:

All restaurant, room service, banqueting, stores and back of the house staff. (In some cases the Head Chef will also report to the Food and Beverage Manager).

Liases with:

Head Chef

Housekeeper

Front of House Manager

Security Manager

Personnel Manager

Maintenance Manager

Accountant

Limits of Authority:

According to each establishment

Main Duties:

- To ensure the prompt and efficient service of all meals, snacks, functions and beverages to the required standards.
- To ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems, including issuing against dockets, sales analysis, menu costings and cash checks.
- To ensure that restaurants and cloakrooms are clean and well maintained, that table appointments, including flower arrangements are impeccable.
- To ensure that waiters are always correctly and smartly dressed, that they offer professional and courteous service to their customers.
- To ensure that bars and cloakrooms are clean and stocked with the stipulated requirements.
- To ensure that barmen are well trained, correctly and smartly dressed and serve their

- customers in a professional and friendly manner.
- To ensure that room service orders are executed promptly and that they comply with the required standards.
 - To ensure that room service staff are correctly and smartly dressed and serve their customers in a professional and friendly manner.
 - To ensure the efficient running of the banqueting department and that all banqueting rooms, including cloakrooms, are clean and tidy.
 - To act as Duty Manager as required.
 - To ensure that consumable and non-consumable goods are ordered, correctly stored and issued to the various departments.
 - To ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security.
 - To ensure that staffing levels are correct and to agreed standards and are not exceeded without prior consultation.
 - To ensure that company and statutory hygiene standards are maintained in all areas.
 - To attend timeously to customer complaints.
 - To take the necessary steps in the event of theft, burglary or fire.
 - To ensure that reports and administration requirements are timeously submitted.
 - To ensure that the Back of the House Department operates effectively and efficiently.
 - To hold regular performance appraisals with all management staff, identifying areas for development and training needs, and ensuring that this training is effected.
 - To ensure that fair discipline is effected.
 - To ensure that the causes of staff grievances are investigated and the appropriate action taken.
 - To ensure that fire and evacuation drills are held regularly.
 - To ensure that bands and musicians are available when required.
 - To be fully conversant with all statutory requirements regarding a food and beverage operation, that all licenses, including special licences, are timeously applied for and that the conditions affecting the issues of a liquor licence are not jeopardised.
 - To ensure that regular stock takes are conducted.
 - To prepare and submit on the required format all information necessary for budgeting purposes, timeously and accurately.
 - To ensure that an effective table reservation system is in operation.
 - To circulate throughout all restaurants, bars and banqueting departments, maintaining a high profile with customers and staff.
 - To hold regular staff meetings.
 - To be fully aware of trends in the industry and make suggestions for improvement of the catering operation.
 - To attend meetings as required.
 - To carry out or ensure that regular On-the-Job Training is taking place to agreed standards.
 - To ensure that the most suitably qualified person is appointed in the event of a vacancy — wherever possible this should be an internal promotion.