



Assistant Food & Beverage Manager

Amara Singapore

Date Posted: 27 January 2017

Department: F&B

Apply By: 27 February 2017

Employment Type: Full Time

Job Summary

Assist the Food & Beverage Manager in providing leadership for the smooth running and profitability of all Food & Beverage (Service) operations in the hotel ensuring a high level of guest satisfaction in accordance with standards of the Hotel.

Responsibilities

1. Assist the F&B Manager in overseeing daily F&B operations and team.
2. Control and monitor F&B costings by ensuring all costs are within approved budget.
3. Perform manpower planning and deployment within outlets in accordance with Hotel occupancy and events.
4. Oversee F&B promotions and marketing activities ensuring promotional events are executed smoothly and successfully.
5. Ensure each Outlet Head performs quarterly inventory count and approves requisitions
6. Follow up closely with Outlet Heads on guest complaints and feedback to ensure findings or service recovery are executed satisfactorily.
7. Build rapport with both internal and external guests in ensuring smooth running of daily operations.
8. Approve Department rosters, part-timer requisitions and petty cash reimbursements.
9. Compile and check on Breakage, P&L and mini bar reports before submitting to F&B Manager.
10. Conduct inspection from time to time ensuring service standards, hygiene standards and work practices comply with the Standard Operating Procedures of the Hotel.
11. Follow up closely with Outlet Heads on defects reported.
12. Monitor the quality and quantity of all food and beverage items served. Provide feedback and correction actions to maintain consistent quality.
13. Monitor and align all practices and services in accordance with the Standard Operating Procedures and established standards required.
14. Review guest feedback and overall customer satisfaction rating. Update F&B Manager on service performance and recommend actions for improvement.

15. Conduct random inspections on storage areas for cleanliness and working conditions using established checklist.
16. Conduct or attend daily F&B briefings, monthly F&B meetings and daily operations meeting in the absence of F&B Manager.
17. Analyze Profit and Loss statements and propose to F&B Manager appropriate actions to be taken to optimize profitability and control costs.
18. Set, monitor and achieve Key Performance Indicators (KPIs) for the department so as to meet / exceed annual budget and strategic F&B goals. Cascade KPIs to Outlet Managers.
19. Update and present F&B service performance at Monthly Customer Centric Initiative (CCI) meeting.
20. Establish good partnership with Kitchen, Housekeeping and other relevant departments to meet the business objectives of the business unit.
21. Ensure OJT (On-the Job Training) is conducted by Outlet Managers and conduct OJT for new and existing Outlet Managers.
22. Assist the F&B Manager in manpower deployment, recruitment, welfare, staff grievances and disciplinary issues.
23. Conduct performance appraisals for F&B team and manage their performance by coaching and training them in accordance with established hotel standards.

Others:

24. Perform any other duties as assigned by management.

Requirements

1. Support and uphold the company mission and core values.
2. Maintain highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
3. Revenue driven
4. Strong leadership skills and a role model.
5. Good communication and customer service skills.
6. Creative
7. Good knowledge and enforcement of local liquor and food service laws
8. IT proficiency in MS Office applications and Hotel systems
9. Strong interpersonal skills
10. Pleasant personality
11. Strong team player
12. Ability to multi-task and solve problems in a demanding environment

Qualification & Experience

1. Minimum a Degree/Diploma in Hotel Management or related discipline
2. Minimum 5 years of experience in similar capacity
3. Experienced in managing more than one restaurant and team

Special Requirements

1. Willing to work long hours and over weekends
2. Focus on job completion and not number of hours of work

Interested applicants may email their resume to career.sg@amarahotels.com