



VACANCY

ASSISTANT FOOD & BEVERAGE MANAGER

HOURS: Hours as required with flexibility to provide service and contact at varying times dependent on the needs of the business and the delivery of project work.

MAIN FUNCTIONS OF THE JOB: To support and assist the Executive Assistant Manager-F & B in achieving the highest possible standards of customer service and profitability and ensuring compliance with all relevant legislation and company procedures.

MAIN DUTIES: To assist the EAM Manager in achieving efficient operation of all F&B departments optimising the highest standards of product & service whilst maximising profitability.

NOTE: This Job Description is not an exhaustive list of the job holder's duties & responsibilities. In addition to any duties and responsibilities listed, and in the interests of efficiency, the job holder should remain flexible and undertake such other duties as may be reasonably required for the proper execution of their position or as assigned by senior management from time to time.

The ideal applicant for the position should be one who has the ability to:

Operational

- Manage operations with passion, integrity, and knowledge while promoting the culture and values of Cap Maison.
- Identify and delegate responsibilities to Team Leaders and staff to ensure objectives are met and excellent service is consistently achieved.
- Ensures that regular, on-going communication occurs in all areas of food and beverage (e.g., pre-meal briefings, staff meetings, kitchen team and operational debriefings).
- Provide direction to Team Leaders, and staff to achieve restaurant goals.
- Provide coaching and feedback to Team Leaders and staff and assess performance on an ongoing basis.

- Effectively manage the quality, safety, cleanliness of all F&B outlets (Bars and Restaurants) and report to the EAM- F & B.
- Create a positive guest experience by delivering a high level of service and ensuring all staff engages guests to understand their needs and exceed expectations.
- Train and coach staff on guest services principles and practices.
- Follow and instill the Cap Maison Restaurant policies and procedures, including those for cash handling and safety/security
- Monitor and maintain the Micros POS System.

Administrative

- Implement new company policies and procedures by developing plans and instructing staff.
- Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement.
- Consistently monitor beverages and wines and labor costs to remain within budget.
- Solicit guest feedback to understand the needs and wants of customers and distribute to the team
- Assist in new menu implementation.
- Identify employee strength and weaknesses, “Praise” and retrain as necessary.
- Prepare fortnightly payroll.

Maximizing food and beverage revenue:

- Reviews financial reports and statements to determine how Food and Beverage is performing against budget.
- Ensures cash control and liquor control policies are in place in food & beverage areas and followed by all related employees.
- Encourages calculated risk-taking to generate incremental revenue.
- Strives to create unique outdoor dining experiences e.g. destination dining.
- Recommend and promote items/events as directed by the EAM takes ownership of it.

Ensuring exceptional guest service:

- Strives to improve service performance.
- Ensures that inventory stocks are produced on a monthly basis and replacement produced for the EAM to approve.

- Initiate the development methods for high quality drink preparation process.
- Initiate the restaurant set up and decoration of tables and ambiance and ensures that before service periods the required mise-en-place is in place.
- Support Team Leaders with weekly rostering and communicate where extra or less man power is needed.
- Assist in recruitment, performance review, promotion, release, of F & B staff
- Develop and implement Food and Beverage departmental training programs for employees.
- Plan and supervise the marketing and promotion activities to attract more customers to our F& B Outlets.
- Conduct regular F & B operational equipment repair with the engineer.

Managing and conducting human resource activities:

- Welcoming newly joined F&B Staff (F&B Outlet induction and Standard Service).
- Introducing food safety & hygiene Policy.
- Develop product knowledge and technical skills to exceed customer expectations.
- Ensures company policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard Operating Procedures.
- Conducts annual performance appraisals of F&B service Team Members.
- Communicates and executes departmental and property emergency procedures.
- Ensures all F&B team members have proper supplies, equipment and uniforms.
- Ensures that companies grooming standards are met.
- Assist EAM – F&B to hire team members in contraction with H.R who demonstrate strong functional expertise, creativity and entrepreneurial leadership to meet the business needs of the operation.
- Sets goals and expectations for direct reports using the performance review process and holds staff accountable for successful performance.
- Ensures employees receive on-going training to deliver to guest expectations.

Working condition and Experience:

- Must be computer literate
- Experienced in management of staff.

- A good knowledge of service standards relating to all aspects of the service of food, wines, alcoholic and non-alcoholic drinks & beverages.
- Very comfortable when communicating with guests and fellow employees both verbally and in writing and in making presentations to senior management.
- Great sense of humour.
- Great organiser, good persuader, great salesperson.
- Positive and upbeat attitude.
- Must be able to work under pressure with little or no supervision.

All interested applicants are asked to submit their applications via email to the:

Human Resources and Administration Department

Email Address: amy@capmaison.com

Deadline for Applications is April 25th, 2016