



F&B DIRECTOR

Job Title: F&B Director
Department: Food and Beverage
Reporting To: Hotel Manager
Direct Reports: F&B Senior Managers

Please note that we did not include the basic information on the size of Food and Beverage operations nor anything specific to your needs such as whether the F&B Director should come from the kitchen or service. We also did not mention specific hiring criteria i.e. opening experience, language skills or particular company experience.

DUTIES AND RESPONSIBILITIES

1. Health and Safety, Fire and Security

- 1.1 To be responsible for all aspects of Health and Safety within the department on a day-to-day basis. To set consistent high standards of Health and Safety in working practices.
- 1.2 To ensure that the department's staff complies with all planned Statutory Training.
- 1.3 To be responsible for the department's Fire Training and Practices and to ensure safe working practices within department.
- 1.4 To ensure that all Security Policies and Procedures are adhered to and all accidents, hazards and repairs are reported immediately to the necessary departments. All accidents that occur must be recorded in the Accident Report Book.
- 1.5 To ensure that high standards of personal and food hygiene are maintained relating to Health, Safety, Maintenance and Food Safety within all areas of the departments. To be involved in all audits taking place at the department.
- 1.6 To ensure that staff is wearing the correct uniform, as set down by the hotel, and a high level of personal hygiene is maintained within the departments on a day to day basis.
- 1.7 To ensure a full understanding of the current Licensing Laws and Legal requirements regarding the service of alcohol to the public. To ensure that all full time and casual staff within the departments have a full understanding of the current Licensing Laws and Legal requirements regarding the service of alcohol to the public and these are complied with at all times.

2. Managerial

- 2.1 To ensure that profitability is achieved according to the hotels targets and maximum customer satisfaction and return business is achieved at all times.

- 2.2 To assist in recruiting, selecting, inducting and development of all new full time and casual staff within the department, in conjunction with HR Department.
- 2.3 To ensure that improvements in the Departments are on-going and consistent.
- 2.4 To ensure that all staff has a full understanding of the importance of 'Quality Control' and the procedures that has been introduced by the Company to monitor 'Quality Control'. To ensure that all staff are aware of guest questionnaires in the Hotel and are actively encouraging Hotel guests to complete these at the end of their stay.
- 2.5 To be an effective team leader and ensure efficient control on costs at all times.
- 2.6 To ensure that staffing levels are adapted to meet business demands and that manpower is used to the maximum capacity. To maintain the wages cost to the agreed standard. To utilize staff wherever possible in the outlets assisting other Food and Beverage departments as and when required.
- 2.7 To display excellence in all communications methods, formal and informal, written and verbal at all times.
- 2.8 To ensure all staff understand and support all the Hotel's Disciplinary and Grievance Policies and Procedures, and the Code of Conduct.
- 2.9 To handle guest and customer complaints and queries with precision, speed and with a precision, speed and with a professional manner, and to the Hotel's set down procedure. To empower all assistant managers, supervisors and team members in complaint and query handling, ensuring that full training is undertaken.
- 2.10 To maintain adequate stock of food, beverage and dry stores to cater for business demands and control sales. To endeavor to provide a high liquor gross profit within the departments.
- 2.11 To be fully committed to improving staff motivation, through consultation. Target setting, reviews and the Hotel's Appraisal system.
- 2.12 To take active interest in the welfare and safety of all staff within the department.
- 2.13 To ensure service is supervised at all times and all the set down departmental standards are achieved in the outlets.
- 2.14 To ensure all guest charges are billed and the payment type is taken in accordance with the Hotel accountancy procedure.
- 2.15 To ensure that time sheets, Working Time Directives and other payroll administration are completed accurately and in accordance with the Hotel procedure.

- 2.16 To ensure that all staff is fully aware of duty requirements and their work roles and the schedule is prepared with sufficient time to suit the needs of the department.
- 2.17 To ensure that all breakages are kept to a minimum and the Hotel's supplies are not abused.
- 2.18 To ensure that all areas concerned with the department are kept clean and tidy at times before, during and after service times.
- 2.19 To assist in the planning, organizing and implementing of all cleaning programs for the department. To ensure all Health and Safety Policies and Procedures are adhered, as set down in the department's SOP Manual.
- 2.20 To supervise the planning, organizing and monitoring of the day-to-day operation of the department. To ensure that the departments overall objectives relate to the Hotel's strategies.
- 2.21 To ensure all staff deliver high standards customer care and follow the Hotel's code of customer care at all times.

3. Sales and Marketing

- 3.1 To assist and be involved with the Food and Beverage Team in all promotional and marketing projects that are planned for the department.
- 3.2 To assist in developing and improving new projects with the aim of increasing sales of food and beverage in the department.
- 3.3 To be aware of all other promotional activities within the Hotel.
- 3.4 To be fully conversant with all the Hotel's facilities and attractions.
- 3.5 To be actively involved in the planning of menus, wine lists and bar lists in conjunction with the Head Chef.
- 3.6 To undertake any sales analysis relating to productivity as requested of the outlets and to ensure that all analysis produced is used as an effective management tool and for the benefit of the outlets and Hotel as whole.
- 3.7 To ensure that all opportunities for up selling techniques within the outlets and the Hotel as a whole are applied by yourself and your team at all times.
- 3.8 To handle all enquiries or provisional bookings relating to Conference, banqueting and groups, and to be committed to fulfilling all the clients' requirements, whilst at the same time securing the most profitable terms for the Hotel.

- 3.9 To ensure that both the PMS and Delphi systems are maintained and updated and that all booking details are correct.
- 3.10 To chase provisional bookings and enquiries, in a professional manner, on the given chase date in order to secure confirmed business.
- 3.11 To prepare and issue written confirmation of bookings with reservation agreements to clients in a professional business like manner.
- 3.12 To ensure that conference and banqueting billing procedures are fully implemented and adhered to, and that all client bills are correctly and promptly finalized and passed on to Accounts Department.

4. Financial and Cost Control

- 4.1 To assist the Financial Controller in completing all financial planning analysis, forecasting and control that is necessary for department. To ensure that all areas of cost saving are continually perused.
- 4.2 To ensure the wage costs are kept to the agreed standard and staff turnover is at least no greater than the Hotel's average.
- 4.3 To ensure that any deviance against budget is discussed with your Managers and are corrected wherever possible.
- 4.4 To produce financial reports for the Food and Beverage Management team as and when requested.
- 4.5 To control all liquor and wage costs and ensure that these are kept in line with the budgeted percentage to sales ratio.
- 4.6 To ensure that breakfast buffet wastage is kept to a minimum and that any changes in customer consumption are relayed to the Head Chef.
- 4.7 To ensure that the Outlets Billing System is operated to the required standard set down by the Hotel.
- 4.8 To effectively liaise with Credit Controller regarding credit applications.

EXPECTATIONS

Culture

- Know, understand, practice (with energy and enthusiasm), learn, live, and love the mission, keys, cultures and spirit and that make the Hotel the place to work.
- Constantly strive to uphold the image of the Hotel and acknowledge good performance of others.
- Maintain open communication with others and participate in sound check on a daily basis.

Service

- Always be available to provide exceptional individualized service, take initiative to offer assistance throughout the hotel and to promote it at every opportunity.
- Work as a team helping all teammates to complete the required activities that will ensure we exceed guest expectations.
- Always smile and offer a warm greeting to all.

Development

- Take ownership in your continuous training/personal development and take initiative to learn about other departments within the hotel.
- Help us to find the right people for our team.
- Comply with all hotel policies, procedures and guidelines.

Environment

- Be a conservationist (save paper, water, electricity, recycle, etc.)
- Help to keep our hotel as clean and beautiful as the day it opened.
- Ensure safety and quality in all our products and services.

People

- Create expectations, lead people, manage processes and hold people accountable for the agreed upon activities and timetables.
- Create a positive work environment.
- Maintain effective communication, giving timely feedback and recognition of performance.

Product

- Effectively manage relationships and feedback with outside vendors and clients to ensure the guest experience is continuously improved.
- Develop/maintain standards that create and exceptional guest experience and ensure positive results of all inspection/audits.
- Maintain an active presence throughout the business.

Profit

- Meet or exceed all established goals.
- Maintain low staff turnover rate and high morale.
- Communicate important activities affecting the hotel.

LEADERSHIP TRAITS

Self-Accountability

- Takes responsibility for own actions.
- Focuses on “circle of influence” vs “circle of concern”.
- Takes action on what needs to be done and produces results.
- Does the right thing vs. the comfortable thing, makes difficult decisions.

Innovation

- Constantly challenges the status quo.
- Is a transition figure, creates/supports revolutionary change.
- Demonstrates creative “what if” thinking.
- Encourages and rewards others to “think outside the box” and take calculated risks.

Problem Solving

- Constantly analyzes all aspects of business to get to the root of the problem.
- Always has a “plan B”.
- Includes relevant people in decisions and seeks synergistic solutions.
- Makes decisions with conviction and learns from mistakes.

Modeling

- Lives the MHI values, “walks the talk”.
- Does what they say will do.
- Creates an environment of trust and credibility.
- Always seeks a win-win solution.

Strategic Thinking

- Identifies issues of greatest importance that impacts long-term growth.
- Is a visionary, creates a clear idea of a desired future.
- Identifies consequences of today’s actions in the long term.
- Formulates a plan to achieve measurable goals.

Communication

- Listens to understand, rather than to reply (seeks first to understand).
- Communicates the right message at the right time in the right way (written and verbal).
- Gives the “why” behind the “what”.
- Creates an environment for others to openly share their thoughts and opinions.

Coaching and Development

- Encourages people to come up with the answer, rather than giving it to them.
- Gives timely feedback (good and bad).
- Invests time and effort in self and others, to produce desired behaviors/career objectives.
- Anticipates and constructively resolves conflict between others.

Impacting and Influencing

- Inspires and motivates others to take action.
- Convinces others to lend support, using Commitment vs. Compliance.
- Removes obstacles, so that self and others can succeed.
- Applies the right type of influence or method to achieve results.

ADDITIONAL RESPONSIBILITIES: (These responsibilities are mandatory to all positions)

1. To attend all departmental meetings, briefings and internal or external training sessions as required.
2. To act wholeheartedly in the interests of the Company at all times and not to perform, arrange or carry out any work or activity which could be considered to be in competition with or affect in any way the company interests or be detrimental or damaging to its public image.
3. To ensure maximum efficiency, employees are engaged on the basis that they must be prepared to undertake reasonable duties other than those for which they have been specifically engaged.
4. All employees are expected to co-operate with the management, to ensure the successful application of the Company’s Equal Opportunities and Harassment policies.
5. To carry out any reasonable and lawful direct instruction given by Head of Department/Assistant/Manager or Director during working hours.

I understand that this is not an exhaustive description of my duties and this document is constantly changing and being updated. In signing this document, however, I agree to be bound by its content.

Associate _____

Date _____