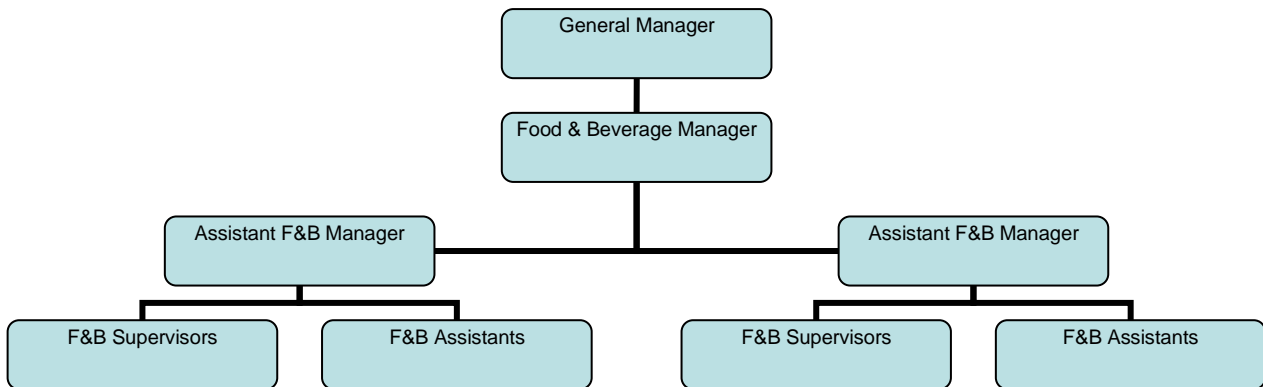


**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	Food and Beverage (F&B) Manager
DEPARTMENT	Food & Beverage
RESPONSIBLE FOR WHICH OTHER POSTS	Assistant F&B Managers
RESPONSIBLE TO	General Manager

Organisation Chart



Job Summary

Accountable for setting and delivering the F&B strategy across the multi-unit, multi-menu environment.

Responsible for the strategic development of the service, leadership of the overall team and development and coaching of senior F&B staff.

Responsible for the application of all hotel F&B Standard Operating Procedures and ensuring, through leadership of the senior F&B team, full compliance with all standards.

Accountable for delivery of departmental Key Performance Indicators (KPIs), which prioritise:

- Guest Service
- Team Engagement
- Financial Performance
- Responsible Business Delivery

Main Duties

STRATEGIC MANAGEMENT

- Ensure the F&B strategy and KPIs are delivered, through the planning, development and continuous review and revision of outlet concepts, for all F&B areas.
- Lead on the pro-active planning and introduction of a varied and cost-effective programme of innovative and engaging initiatives and promotions to successfully retain and grow our customer base, in partnership with the commercial and accounts teams.
- Maintain awareness of trends and practices in F&B service, in line with the F&B strategy.

OPERATIONS

- Lead on the creation and delivery of an F&B commercial sales plan, aligned to the hotels 5-year plan, in collaboration with the commercial team.
- Undertake regular monitoring and forecasting of income and expenditure (including staff and equipment costs) for the F&B function.
- Ensure that sales are on budget and that opportunities to make efficiencies and increase income are maximised.
- Work collaboratively with other teams and managers to ensure the effective running of the F&B and wider hotel operations.
- Be relentless in the pursuit of improvement of standards by developing, implementing and conducting continuous reviews.
- Ensure that all standards relating to security are maintained, including: Liquor stocks, Hotel equipment, Bar keys, Cash handling, Till access and Staff safety.
- Ensure adherence to the following regulations: Licensing laws, Health & safety regulations, Food handling & hygiene laws, Fire regulations and procedures, First aid procedures.
- Oversee monthly food and non-food stock takes, in accordance with the hotel's procedures.
- Lead the teams' input into menu development, in co-ordination with the head chef.
- Oversee the recruitment and development of F&B staff, liaising with HR and Finance as necessary.
- Ensure that the senior F&B management team administer and plan team resourcing to meet operational needs and wage control.
- Oversee F&B orders and deliveries in line with the business needs and processes.
- Undertake Duty Manager shifts on a rota basis.
- Attend and contribute to meetings as required.
- Take on any other reasonable duties or carry out requests necessary to ensure we deliver the highest standard of service in the hotel.

PEOPLE

- Lead the F&B management team and function to successfully deliver the F&B strategy and KPIs.

- Oversee the recruitment, development and management of the F&B team to ensure operational needs are met, guest expectations are exceeded, and staff are motivated, engaged and developed.
- Manage the performance of the senior F&B management team, ensuring that behaviours are in line with the hotel's vision and values.
- Ensure, through effective leadership of the senior F&B management team, that the team carry out their duties effectively, efficiently and professionally, including:
 - Monitoring and effective management of staff absence
 - Ensuring the highest standards of F&B staff appearance and presentation
 - Motivating and engaging the team and maintaining open communication across the entire operation, including undertaking regular team briefings and one-to-ones.
 - Ensuring the successful onboarding of all new starters and the ongoing training, development and coaching of F&B staff.

HEALTH AND SAFETY

- Responsible for the monitoring and maintenance of the highest standards health, safety and hygiene within all F&B outlets in the hotel.
- Ensure F&B managers and supervisors are regularly auditing areas to ensure that equipment, utensils and machinery is in correct working order and is correctly stored.
- Ensure all health and safety procedures are carried out according to hotel policies and procedures and legislation, including adherence to COSHH regulations.
- Liaise with the University Food Safety and Health and Safety teams to comply with all relevant food safety, codes of practice and current legislation.
- Ensure that the F&B senior management team conduct regular hygiene audits and that external audits undertaken by the University's hygiene manager are maintained, taking remedial action where necessary.

Person Specification

Experience

- Substantial relevant senior F&B experience in an accommodation business.
- Substantial experience of managing and leading a team to deliver the highest levels of guest service.
- Proven experience of delivering budgeted revenues and costs.
- Experience of managing across multiple outlets in a busy environment.
- Proven experience of introducing improvements in costs, service, efficiencies.

Knowledge and Skills

- High level of commercial awareness and proven cost control capabilities.
- A passion for delivering exceptional levels of guest service with evidence of proven results.
- Excellent leadership, interpersonal and communication skills.
- Critical thinking and problem-solving skills.
- Strong organisation and administrative management skills.
- Ability to win confidence and cooperation at all levels.
- Ability to work on own initiative and pragmatically.
- Up-to-date knowledge and understanding of the food and beverage industry, with the ability to act quickly on future food and beverage trends.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- Ability to work under pressure with flexibility to effectively respond to different work situations.
- Strong knowledge of Workplace Health, Safety and Hygiene regulations.
- Proficiency, with Microsoft Office packages, in particular Word, Excel and Outlook.
- Working knowledge of hotel PMS systems (desirable).

Qualifications

- GCSE Grade C (or equivalent) in Maths and English is essential with education to degree level or equivalent being advantageous.
- Recognised leadership/management qualification (desirable).
- Qualified First Aider (desirable).
- Health and Safety qualification (desirable).