



## **Assistant Food & Beverage Manager Job Description**

**Job Title:** Assistant Food & Beverage Manager  
**Department:** Food & Beverage Departments  
**Responsible To:** Food & Beverage Manager / General Manager / Hotel Management

**Main Purpose of Job** To ensure the smooth running of your department in an efficient manner while ensuring that all guests receive an excellent level of service set out by The Hotels Service Standards.

### **Responsibilities & Main Duties**

- Ensure that the department is operating in a professional and guest-focused manner to exceed guest expectations ensuring the highest standards of service is provided at all times.
- To lead by example and develop, motivate and supervise your team by implementing & ensuring the highest standards are attained within the department through continuous training of all staff.
- Ensure that you & your staff present to work wearing the relevant uniform provided and to the highest possible standard of personal hygiene & grooming.
- To handle concerns and complaints from customers in a professional and tactful manner. Refer to General Manager or Hotel Management where relevant.
- To carry out efficient rostering of employees to suit business needs and make necessary adjustments when required, ensuring the placement of staff is done fairly & when necessary in various areas/departments around the hotel.
- To cooperate & assist in all function business i.e. Wedding Bar and Wine Service and all other departments where required.
- To ensure the music commences and finishes at the correct time.
- To comply with statutory and legal requirement for Fire, Health and Safety and Hygiene.
- Ensure your department has a relevant 'Standard Operating Procedure' drafted, and all staff is fully aware & trained in the S.O.P and all skills are implemented and followed at all times by your team and to review and retrain when necessary.
- To ensure that the cleaning programme in accordance with the S.O.P is maintained and carried out fully & fairly on a daily basis.
- To be fully aware and knowledgeable of the current licensing & labour laws. Zero tolerance of underage drinking within the hotel.

- To always be security conscious, ensuring all doors to main bars, store's, restaurants etc are locked when not in use and report any suspicious activity to hotel management.
- To ensure tills are done on a daily basis and any deviations/shortages are documented and reported to management/accounts.
- To be prepared for food service ensuring that all staff are briefed and organised into stations with specific duties allocated to them before service begins.
- Greet & seat guests according to hotel policy & present menu answering any questions accurately.
- To ensure orders are taken correctly & promptly and all food & drinks are served in accordance with the SOP.
- To be aware of all regular guests and their needs and ensure your team is informed.
- To organise staff breaks while ensuring even flow of service.
- To ensure that work areas, stations & still room are kept clean & tidy to the highest standards at all times & comply with HACCP.
- To ensure waste, complimentary food & drink is signed for and is recorded correctly.
- To cooperate and assist with departmental stock takes at the end of each month and corrective action taken if necessary.
- Have hotel & local knowledge and ensure that department goals are met.
- To attend & hold regular meetings weekly/monthly with staff and other departments/HOD's.
- To carry out other duties as required or directed to by management.

## **Customer Care**

**“We will offer our guests a great hotel experience with genuine friendly service”.**

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. Encourage feedback from the customer through service staff and management to ensure guest expectations are being met.
4. To continually strive for service improvements within your department.
5. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
6. To handle concerns & complaints from customers in a professional and tactful manner.
7. To provide hands on delivery of advice & knowledge to customers.
8. To ensure good communication & relationships is maintained between your team and other departments whom you liaise with to encourage a positive environment.

## **Health & Safety**

A copy of the Westport Hotel Group Safety statement is available in your department. The duties of employees are set out as follows in accordance with section 13 of the health, safety & welfare at work act 2005.

- Take reasonable care for the health and safety of yourself and others at your place of work,
- Observe the laid-down system of work and the precautions that must be taken as well as using the correct equipment to do the job,
- Use correctly the safety aid appliances and protective clothing provided by the Hotel,
- Report at once, the management any dangerous occurrence, unsafe conditions or defects in equipment and/or premises.
- Seek advice on safety if you are not sure what to do.
- Co-operate with management in ensuring health and safety in the working environment.
- Understand and carry out all emergency procedures, fire precautions and evacuation procedures laid down.
- Attend all statutory training including refresher training.
- No smoking except in duly authorized area.

## **Environmental Policy**

All personnel are required to adhere to the strict guidelines dictated by the Hotel environmental policy and to support the reduction of all resources to include energy, water and recyclable material.

I have read and agree with the job description. I understand that the above is neither definitive nor restrictive and may be modified to meet changing needs.