



<b>Position Title:</b>	Food and Beverage Duty Manager
<b>Department:</b>	Food & Beverage
<b>Reports To:</b>	Food and Beverage Manager
<b>Job Family:</b>	Supervisor/Specialist

Purpose
Demonstrate your passion for service by delivering exceptional guest experiences. Using The Hotel Britomart Luxury service philosophies, striving to ensure each guest experience is memorable. Oversee and perform duties to ensure smooth daily operations of The Libraries event space as well as other operations of the F&B departments. Motivating the team in all aspects of service, managing the flow of service, kitchen timings and all procedural duties. Essential personal attributes include a positive mindset, team player and can-do attitude, good communication skills and leadership qualities.

Key Relationships	
Internal	F&B Manager, Head Chef, Hotel Duty Managers and General Manager
External	Guests, potential guests, visitors, vendors, and contractors
Direct Report	Food and Beverage Team Leaders and Food and Beverage Attendants

Duties and Responsibilities
<ul style="list-style-type: none"> <li>• Manage day to day processes, ensuring clear communication and guidance in all aspects of F&amp;B operations.</li> <li>• Conduct informative and positively toned briefings to set a great tone for every day.</li> <li>• Drive and lead the team, being exemplary in your work ethic and interactions.</li> <li>• Supervise and/or personally greet and seat guests promptly and ensure their needs are serviced in a timely manner; this includes table service, order taking, table clearing and prompt and accurate cashing.</li> <li>• Provide continual support and engage all in creating a great team culture</li> <li>• Manage and organise all booking enquiries, both current and future.</li> <li>• Facilitate and orchestrate all onboarding and ongoing training to ensure great service standards are met and maintained.</li> <li>• Ensure all stock related processes are adhered to and manage stock systems accordingly.</li> <li>• Encourage team members to gather guest feedback and manage accordingly, ensuring continual improvement across F&amp;B and other hotel departments.</li> <li>• Assist in all aspects of Conferences and Events, from day-to-day management, and departmental communications to ensure floor members assist in all C&amp;E processes when required.</li> <li>• Ensure all opening and closing checklist are completed daily and within a reasonable timeframe.</li> <li>• Effectively handle guest complaints and micros related errors, where the problem is beyond your experience or authority, immediately refer all relevant information to your manager.</li> <li>• Assist with management of Micros or POS system to update items, prices, logins, and system maintenance.</li> <li>• Manage administrative tasks such as creating checklists, daily reporting, and cash ups.</li> <li>• Monitor and improve all systems and processes, ensuring they are organic, relevant, and efficient.</li> <li>• Drive and deliver best practice processes across all of F&amp;B in accordance with company standards.</li> <li>• Perform any other reasonable task or instruction as directed by management or a representative of management.</li> <li>• Lead team members by setting a positive example. Instruct, train, and develop team members.</li> <li>• Maintain all lines of communication within food and beverage and across all other departments.</li> </ul>

- Take an active part in the ongoing “on the job” training of team members to ensure they have the necessary skills to perform their job efficiently and effectively.
- Cross train team members in all different F&B outlets where possible to increase flexibility and efficiency.
- Monitor grooming and presentation of all team members to ensure standards are adhered to.
- Assist with rosters for team, ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame.
- Assist with recruitment, performance reviews, management, and development of all team members.
- Assist other departments on busy days and complete any other duties as request by the department or hotel manager to meet business demands.
- Capture and share stories where the team members surprise and delight customers.
- Attend and actively participate in training programs as required.
- Put into practice in the business all The Hotel Britomart training that has been completed.
- Demonstrate a complete knowledge of menu items, their ingredients, cookery methods, and cost.
- Demonstrate sound knowledge of wines and possess a barista level of coffee making skills.
- Demonstrate a working knowledge of hotel in-house facilities, service specifics, hours of operation, and local attractions to assist with guest enquiries.
- Be cross trained in all different food & beverage outlets where possible to increase flexibility and efficiency.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these team member guidelines at all times.
- Ensure that “Responsible Service of Alcohol”/” Liquor Licencing” guidelines are adhered to throughout the service of alcoholic beverages (as per regulatory law).
- Maintain a tidy, clean, and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and abide by them at all times.
- Ensure all Work Health and Safety procedures are adhered to within the Department.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security procedures for stores, cash, premises, team members, equipment and chemicals is implemented and maintained in accordance with The Hotel Britomart policies and procedures.
- Ensure guest security and privacy is maintained at all times.

#### Qualifications

- A current Managers Certificate and Liquor License.
- A degree or diploma in Hotel or Hospitality Management would be preferred but is not essential.

#### Education/Experience

- At least 2 years’ experience in a 5-star hotel environment in a similar level role.
- Experience in managing a team and Food & Beverage Operations for Events.
- Possess strong food and beverage, coffee, wine and cocktail knowledge.
- Proven exemplary guest service and sales skills.
- Knowledge of Point-of-Sale systems.
- Sound knowledge of sequence of service.
- Proven understanding of the hospitality/tourism industry.

#### Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills

Brand Behaviours – *Bring Your Best Self | Share Our Neighbourhood | Think to Care, Care to Think | Show You Know*

Service Philosophies – *Remember Me | Opportunities to Delight | The Gift of Storytelling | Celebrate Aotearoa*

- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device.

#### Acknowledgement

*To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.*

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: \_\_\_\_\_

Team Member Name: \_\_\_\_\_

Date: \_\_\_\_\_