

Assistant Outlet Manager - In Room Dining

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

Fairmont The Palm is a luxury, world-class resort located on the iconic Palm Jumeirah Island in Dubai. The hotel features 391 guest rooms and suites with dedicated Fairmont Gold rooms and lounge. A total of 11 food and beverage outlets on property offer international dining options including Michelin Guide recommended 2022 and 2023 Little Miss India, Frevo - Brazilian Churrasco experience, Seagrill Bistro, Ba Restaurant and Lounge, Blowfish, Flow Kitchen, The Cigar Room, Vuvuzela and others. Fairmont The Palm also features an expansive pool and beach area with a health club, Willow Stream Spa and the Fairmont Falcons Kids' Club.

Job Description

Oversees all aspects of the daily operation of the 's Room Service operation.

Supervises all Room Service personnel.

Responds to complaints in a timely manner.

Works with other outlets managers and keep them informed of F&B issues as they arise.

Organizes all documentation for shift work on a daily basis including pre-shift reports, daily training topics, shift floor , requisitions for beverage, food and stationaries and manage schedule on a daily basis through the time management system.

Conducts daily shift briefings with the team, including daily trainings on menu knowledge, sequence of service, SOP's, etc. Briefings should be dynamic, informative and challenging, raising the performance of all team members continuously.

Ensures all staff are meeting all established standards of service through ongoing and recurrent training systems.

Monitors and tests service skills of staff, retrains and reinforces all standards on food and quality and service details daily. Provides feedback and appraisals as necessary.

Coordinates and monitor all phases of Loss Prevention in the Room Service operation.

Ensures compliance with In Room Dining SOP's.

Ensures the training of department heads and employees on SOP's, report preparation and technical job tasks.

Ensures effective communications between each shift.

Supervises the room service area in order to attract, retain, and motivate the employees.

Ensures optimal level of service, quality, and are provided to guest.

Regularly reviews house counts, and list and maintain the confidentiality of the hotel and its guests.

Ensures the timeliness and accuracy of the set-up and delivery.

Ensures compliance with all local liquor laws, and health and sanitation regulations.

Ensures that are being set-up, serviced and broken down in a timely manner and according to instructions.

Monitors and maintains cleanliness of In-Room Dining areas and work areas.

Plans and conducts meetings for outlets on a monthly basis to ensure staff is correctly communicated with and that staff are consistently trained and well-motivated. Attends interdepartmental meetings to ensure good cross communication between departments.

Assists in the development of initiatives, items, and other items to stimulate growth in

sales for each outlet and a variety of latest market developments.

Is aware of and assists to control current budgeted and forecasted revenues, payroll, and product costs.

Assists in maintaining all Micros programming for food and beverage outlets.

Is effective at listening to, understanding, and clarifying concerns raised by employees and guests.

Is able to multitask and priorities departmental functions to meet deadlines.

Prepares and submit required reports in a timely manner.

Qualifications

Previous experience as an IRD supervisor or Assistant Manager.

Computer literate in Microsoft Window applications required

University/College degree in a Hotel Management

Excellent communication and organizational skills

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

Additional Information

Visa Requirements:

Please note that you must be eligible to live and work in Dubai.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a

job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

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