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Director Food And Beverage - Savoy Sharm Group (Powered By Qureos)

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Position: Director Food and Beverage

Organization: Savoy Sharm Group

Location: Sharm El Sheikh, Egypt

Experience: 5 years minimum

Salary:

50000 - 80000 L.E Package for Egyptian (According to experience)

2000 - 3000\$ For foreigner (According to experience)

Industries: Hospitality

Main Duties:

(This area lists the most important outcomes and duties of the job)

Operation

Ensure that all the outlets and banquets is managed efficiently according to the established concept statements

Monitor service and food and beverage standards in all outlets and banquets. Work with the Outlet Managers, Banquet Service Manager and respective Chef de Cuisine's to take corrective action where necessary

Conduct frequent and thorough inspections together with the Executive Chef of the Food and Beverage Operation

Frequently verify that only fresh products are used in Food and Beverage preparation

Frequently taste Food and Beverage in all outlets and be demanding and critical when it comes to Food and Beverage quality

Assist the Executive Chef with creative suggestions and ideas

Guest Service

Establish a rapport with guests maintaining good customer relationships and handle all guest complaints, requests and enquiries on food, beverage and service.

Personally, and frequently verify that guests in the outlet are receiving the best possible service

Spend time in the outlets (during peak periods) to ensure that the outlet is managed well by the respective Outlet team and functions to the fullest expectations.

Marketing

Prepare with the respective Outlet teams, a yearly marketing plan for each outlet, which is the basis of the Food and Beverage Annual Marketing Plan.

Continuously seek ways to assist the Outlet Management maximize their revenues and

profits.

Monitor and analyze the activities and trends of competitive restaurants, bars and other hotel's banqueting departments.

Ensure that all Outlet Management Teams and Catering Department are fully aware of market needs and trends and that their products meet these requirements

Administration

Develops and maintains a detailed Department Operations Manual that reflects policies & procedures, work processes and standards of performance within the Division.

Ensures annual review to accurately reflect any changes.

Maintains a comprehensive library of Manuals for all operational equipment.

Responsible for preparing the annual Food and Beverage Business Plan ensuring Divisional Objectives fully address business objectives of the hotel and needs of employees.

Prepares and regularly updates Food and Beverage Departmental Budget, in close cooperation with the General Manager and Director of Finance ensuring targets are met and costs are effectively controlled.

Responsible for ensuring that all Corporate, Regional, hotel and governmental reports are compiled accurately and submitted in a timely manner.

People Management

Recruit, select and develop Food and Beverage employees to work following the operational, financial, administrative philosophies willing to become multi skilled and perform multi tasks.

Through hands on management, supervise closely all Food and Beverage employees in the performance of their duties in accordance with policies & procedures and applicable laws.

Delegate appropriately, duties and responsibilities to equipped and resourced

employees, nurturing and developing them whilst ensuring standards of operation and safety are maintained.

Instill the Training philosophies of the company and work closely with the Training Manager developing Departmental Trainers, ensuring that all Managers and Supervisors take an active role in the training and development of employees.

Develop and assist with training activities focused on improving skills and knowledge.

Ensure employees have a complete understanding of rules and regulations, and that behavior complies.

Monitor employee morale and provide mechanisms for performance feedback and development

Conduct annual Performance Appraisals providing honest and appropriate feedback

Effectively communicate guiding principles and core values to all levels of employees

Payroll & Productivity Management

Exercises efficient Payroll Management/Resource allocation through the employee base (Full Time & Part Time employees), multi-skilling and multi-taking establishment of a flexible workforce throughout the Division. This will be based on the principles of a flexible

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Directs subordinates to ensure productivity meets standards given in accordance with Savoy Design Standards & Criteria and the Savoy Hotel Food and Beverage Operations Manual.

Focus attention on improving productivity levels and the need to prudently manage

utility/payroll costs within acceptable guidelines ensuring optimum deployment and energy efficiency of all equipment

Ensure new technology & equipment are embraced, improving productivity whilst taking work out of the system

Establish a well-organized Food and Beverage store, maintaining close control on the consumption of material, stores and inventory control. Physical inventories of all supplies and operating equipment are to be taken on a monthly and a quarterly basis respectively.

Ensures adequate materials are on-hand to meet operational and service needs and assists, if necessary, materials/procurement personnel with sourcing desired/required materials at the best price.

Reviews and approves all invoices and Purchase Requests involving Food and Beverage equipment and supplies etc.

General:

Represents FOOD AND BEVERAGE on the hotel executive Committee, ensures the efficient & economic operation of the FOOD AND BEVERAGE Division providing services and support to other Divisions as required, maintaining equipment in optimum condition.

Conducts daily Food and Beverage Meetings, ensuring all meetings are well planned, efficient and results oriented.

Attends and contributes to all Meetings as required

Ensure all employees provide a courteous and professional service at all times

Handles guest and employee enquiries in a courteous and efficient manner, reporting complaints or problems if no immediate solution can be found, whilst feeding back a prompt follow up.

Is knowledgeable in statutory legislation in employee and industrial relations, understanding and strictly adhering to rules & regulations established in the Employee handbook and the hotels policies concerning fire, hygiene and health & safety

Take an active involvement in the Welfare, Safety, Development and well-being of employees providing advice, counseling and truthful, diplomatic feedback

Ensure high standards of personal presentation & grooming

Maintains positive guest and colleague interactions with good working relationships.

Exercise responsible management and behavior at all times and positively representing the hotel executive team.

Respond to requests to undertake any reasonable tasks and secondary duties and to changes as dictated by the hotel, industry & company

The Employee shall adhere to all the standards of the department, including uniform & grooming standards.

The Employee shall not at any time during the term of this agreement or thereafter disclose to any person any information related to the affairs of the Employer or any of its customers

Performs related duties and special projects as assigned

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