

United Arab Emirates Jobs Expertini®

Director, Food & Beverage – RIXOS UAE – New Hotel Openings

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Company: Ennismore

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

RIXOS brand is expanding its portfolio of new properties in UAE with several exciting and highly-anticipated properties that will open over the next few months. If you would love to join our rapidly growing RIXOS family please submit your application and qualification for our consideration. Priority will be given to those with prior All-Inclusive experience which is essential for the operating models of our hotels.

Summary

Job Description

Reporting to the Director of Operations/Hotel Manager, the role holder will contribute to the performance of their departments by facilitating the hiring and retention of exceptional talent as well as driving employee engagement, learning and development, performance and talent within their departments by strategically leading through their Department Heads. They will have a desire to be the best at what they do and achieve operational excellence in their departments through all the metrics that are measured.

Responsibilities

Food & Beverage

Responsible for and oversees all Food & Beverage areas, ensuring that all hotel guests and visitors are met, and guest satisfaction is maintained across the resort.

Maintains a high level of communication and feedback within the departments.

To ensure that all policies and SOP's are in place for the Food and Beverage Department and that they are regularly checked upon, filed correctly and adhered to at all times

To make sure that appropriate fire evacuation procedures are in place, that all Employees are aware of them and that regular fire drills are carried out.

To ensure regular team, section and departmental meetings are held in the Food and Beverage Department and that the results/outcomes are recorded, filed and followed-up

To be aware of local market competition, to monitor trends within the industry and make suggestions how these could be implemented in our hotel.

To carry out regular quality control functions in all areas of the Food and Beverage Department to ensure a consistent high quality of all services is maintained.

To be innovative, suggesting new ideas and investigating new ways of doing things or new services for our guests

To provide advice to the hotel's management team on all aspects of the hotel's operations, environmental health & safety matters as well as the operational efficiency of the property

To carry out quality control functions in all areas of the department daily to ensure a consistent high quality of all services is maintained.

To ensure the timely and correct preparation and submission of all administration and audit reports

To handle guest complaints, comments, problems, and requests in a professional & efficient manner, to document all complaints properly and to ensure that other HODs and Managers are fully informed about complaints/issues concerning their areas of responsibility.

To carry out Duty Manager shifts/tasks when required and to perform any other duties that may be assigned from time to time by the Management.

To make sure that all working materials/equipment, areas, signage, and vehicles are always in good condition and cleaned/maintained regularly and that all faulty equipment, repair matters and health & safety concerns are immediately reported to the appropriate departments for rectification.

Together with the Executive Chef, to establish the pricing policy for all F&B outlets and to initiate price changes if and when required.

Based on sales figures by menu items, to review the profitability and popularity of dishes on the menu and to make changes where applicable together with the Executive Chef

To ensure that cost effectiveness, technical efficiency and overall quality of all services performed, and all work carried out.

To co-ordinate and control issues related to costs, expenses, wastage, breakages, security and stock control

To ensure regular inventories of the Department are carried out on time.

People & Culture

Employee Relations

Foster a positive and structured work environment which encourages the successful operation of the business, calling upon the necessary processes to deal with disciplinary,

grievance and workforce change situations.

Work alongside with the Talent & Culture leader to investigate, document and administer corrective action immediately and effectively to reach the mutual goals of the business and the employee.

Recruitment

Hire new employees in conjunction with the People & Culture Leader through INES

Use the interview guides provided and Talent Meter to gain further information on any potential candidate

Employee Engagement and Communications

Strive to increase employee engagement by promoting a positive work environment where each employee is informed and proactive about the overall business goals. Ensure the consistent delivery of business and associate information with transparency so that each employee understands how they contribute to the company's success. This will include working on the Employee Engagement Survey (EES) and Talent & Culture Audit. Ensure the EES Champions for the hotel/departmental action plans in order to increase employee engagement and improve EES scores year on year.

Represent the organization as an exemplary ambassador the All Inclusive - Employee Service Culture

Labor Turnover to be closely monitored and proactive actions taken with regards to trends and suggestions to Talent & Culture leader as well as General Manager.

Learning & Talent Development & Performance Management

Ensure bi-annual Talent Review process is conducted and associated documentation maintained to the required standard.

Facilitate the performance management cycle from probation reviews, annual performance reviews, development plans and goal setting as well as on the job training

Ensure Departments have adequate Departmental trainers, and these are well utilized

For all supervisory positions have a transparent development program in place in conjunction with the Talent & Culture leader as well as Learning & Development.

Development of direct reports to give them ongoing feedback and development.

Finance

The activities and contribution of the role will impact the performance of the hotel.

They will act on behalf of the business to work through complex situations and reduce risk, interpreting and implementing company policies and employment legislation as appropriate.

They will be required to exercise sound judgment and integrity at all times to ensure confidentiality of protected information.

Be fiscally competent in roistering and labor costs, budgeting, forecasting including the commentary that goes with the documents/meetings.

Demonstrate full awareness of departmental budget/P&L and work towards achieving it by minimizing expenses and maximizing F&B revenue

Plan all CAPEX

Abilities/Key Competencies/Skills

Alongside these key competencies, the incumbent of the role will be required to

demonstrate the fundamentals of the company's Employee service culture to be responsive, respectful and deliver a great experience.

Leading Myself

Positive Orientation

Operational Decision Making

Self-Development & Management

Leading Others

Developing an Empowered Team

Leading an Engaged and Diverse Team

Communication

Leading the Business

Advocating Guest Passion

Business Planning and Analysis

Business Improvement and Change

Experience/Certificates/Education

Educated to bachelor's degree level or beyond, most likely within a business or hospitality management related discipline, or experience equivalent

Prior experience as a Department Head in a large, fast paced organisation

Fluency in verbal and written English is essential – an additional language eg Arabic would be an advantage

Must be a highly capable user of Microsoft office programmes including Excel, Word, PowerPoint and Outlook.

Previous working experience in a truly global work environment is essential

Qualifications

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All-Inclusive background is a must for this role.

First name *

This field is required.

Last name *

This field is required.

Email *

This field is required.

Phone *

This field is required.

Resume *. We accept .pdf, .doc, and .docx formats.

The file must be of type doc, pdf, docx and not exceed 2MB.

these questions are a must

By clicking submit, I consent to the collection of my data in accordance to Ennismore's privacy policy . If you are a California employee and are interested in learning more about our California Employee Privacy Policy, click here . *

This field is required.

Thank you for applying!

Good luck!

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