

## Food & Beverage Assistant Manager

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Company: Miral

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

### Job Scope

To display a friendly, helpful and cheerful attitude while communicating effectively with our guests and fellow colleagues in order to support Farah strategy and values

To represent and promote Farah in a positive manner at all times in order to maintain a professional brand image to all concerned stakeholders.

To enforce and adhere to all UAE laws, health, safety & environmental policies, industry and company rules and regulations, reporting any safety concerns or incidents to management in order to minimize risk and maintain a clean safe and hygienic environment for all guests and colleagues

Engage each guest as a unique individual and listen attentively to their requests

Adhere to all emergency procedures, ensuring guest safety and participate in an evacuation if necessary

To monitor and take necessary steps to ensure that health and safety standards are regarded as a priority at all times order to ensure the guest`s safety and an enjoyable experience

To listen actively and respond to guest feedback as well as assess and review guest satisfaction results and trends in order to continuously improve and exceed guest expectations

To provide assistance for special events when needed, and to assist in the preparations

To manage emergency situations that may arise in order to minimize possible damage, loss or injury to any guests, colleagues or company property

To help achieve department and company objectives, action plans and key performance indicators

To continually seek methods to control operating costs

To prioritize tasks and projects according to their relative urgency and importance

To manage a team of Team Leaders and their respective front line colleagues

To monitor staff attendance and work ethics

To schedule breaks and if required, rotate colleagues fairly in order to increase productivity and maintain their wellbeing

To deliver job specific training and competency testing to colleagues or nominate them for training in order to equip them with the necessary skills, knowledge and attitude to perform their job effectively

To conduct colleague performance appraisals in a timely, fair and constructive manner in order to promote their personal and career growth

To coach and discipline colleagues in a fair and consistent manner in order to motivate and improve performance and Identifies and encourages colleagues to take up development opportunities and maximize their potential

To entertain, engage and empower colleagues in order to reduce turnover and increase retention

To plan, book and deliver on and off job training as required to ensure best possible service standards as well as colleague development

To openly communicate appropriate and useful information through various channels to include department meetings and briefing

To ensure departmental policies, procedures and performance standards are being

implemented and maintained throughout the outlets

To ensure any broken or damaged equipment is reported and monitored effectively

To review accuracy of any checklists and records completed in their area

To ensure their area meets financial targets as set by their departmental manager through tracking expenditures and revenue and as appropriate taking action

To participate in daily operations alongside their colleagues setting a positive example

To set high quality standards for their personal output

To attend training and development programs in order to promote personal and career growth

To bring team members together and coordinates team activities

To promote a sense of collective ownership for the success of the team and company

To manage food and beverage inventory, ordering and stocking

To perform other duties as required

To develop services and products across the department

To actively seek ways to maximize the revenue and per cap of the outlet

To be considered in this job, you must have:

**Essential**

3 years' experience in the food and beverage or related professional area

Minimum 2 year of supervisory experience

High levels of respect and integrity

Excellent organizational skills

Excellent verbal communication skills

Leadership

Detail orientated

Problem solving

Efficient team player

Flexibility and enthusiasm

### **Desirable**

Italian language is advantage

Diploma in Hotel and Management or Hospitality

Food Hygiene and HACCP Certificate

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