

Outlet Manager

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Job Description

Main Duties:

To ensure that the monthly forecasted food and beverage revenue figures are achieved for the outlet.

To strictly adhere to the established operating expenses and that all costs are controlled for the outlet.

To participate in the formulation of the Annual Operating Budget in determining outlet projected revenues and expenses, operating equipment and FF&E requirements in line with the compilation of the Annual Business Plan.

To ensure that the outlet is managed efficiently according to the established concept statements.

To ensure that all operating standards are adhered to in order to achieve the level of service established in the Departmental Operations Manual.

To assign responsibilities to subordinates and to check their performance periodically.

To assist and coach in the operation and be visible during peak times.

To establish and strictly adhere to the par stocks for all operating equipment and supplies,

to ensure that the outlet is adequately equipped.

To conduct and assist Stewarding Manager in monthly inventory checks on all operating equipment and supplies for the outlet.

To control the requisitioning, storage and careful use of all operating equipment and supplies for the outlet.

To conduct daily pre shift briefings to ambassadors on preparation, service and menu.

To liaise with the Kitchen and Beverage department on daily operation and quality.

To handle all guest complaints, requests and enquiries on food, beverage and service.

To establish a rapport with guests maintaining good customer relationship and assisting to update guest history.

To ensure that the outlet cashiering procedures is strictly adhered to.

To ensure that a supervisor or Assistant Outlet Manager is always visible and available on duty during service time in the outlet.

To identify in conjunction with the Director of Food and Beverage / Assistant Director of Food & Beverage / Assistant Food and Beverage Manager, market needs and trends.

To monitor and analyze the menus and product of competitive restaurants and pool bars.

To assist the Executive Chef in developing menu 'specials', buffet themes, a la carte, pool bar snacks and to prepare recipes and specifications for the outlet where applicable.

To plan and implement an effective sales plan and promotional activities for the outlets.

To provide the Director of Food and Beverage / Assistant Director of Food & Beverage / Assistant F&B Manager with recommendations for the advertising campaign and assist in putting together the advertising brief and attend subsequent meetings.

To revise and update the outlet's Departmental Operations Manual as and when needed.

To participate in the formulation of the Annual Marketing Plan to establish a list of marketing activities in line with the compilation of the Annual Business Plan.

To submit to Food and Beverage Office before opening all outlets the following:

Operations Manual

Opening and Closing Procedures

Outlet Policy and Procedures

Pricing Structure

Food and Beverage Menu

To maintain the Daily Log Book for the outlet.

To submit to Food and Beverage Office the following:

Monthly Outlets Report

Holiday Critique / Vacation Planner

Monthly Objective Review for the outlet

Monthly Training Report for the outlet

To plan the outlet weekly roster and work schedules to ensure that the outlet is adequately manned to handle the level of business and submit a copy to the Human Resources Department and Food and Beverage office.

To maintain the outlet bulletin boards.

To submit all guest/ambassador incident reports for the outlet.

To report 'lost and found' items for the outlet.

To attend Food and Beverage Meeting and Daily Operations Meeting.

To prepare forecasted P&L statements for promotional nights and events according to the annual business plan.

To ensure that the outlet is kept clean and organized, both at the front and the back as well.

To conduct weekly walkthrough inspections together with Director of Food & Beverage.

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