

Unit HOD, Food & Beverage Service

Reporting To:	Unit General Manager & Corporate F&B Manager
Functional:	Food & Beverage Service
Scope:	Unit
Grade:	As per Unit Grade
Supervises:	Team F&B Service

Main internal contacts :	Executive leadership team of Unit Sales Team Owners/ OB Reps of Fortune Properties Staff at Unit
Main external contacts:	Industry and non-industry Associations for business Vendors Contractors Business Partners

Main responsibilities & duties

■ Cost Management

- ▣ Participate in the preparation of the annual departmental operating budget and financial plans. Monitor budget and control expenses with a focus on food, beverage, and Staff costs.
- ▣ In partnership with the Sales team, identify additional sales opportunities to enhance revenues. Drive promotions that deliver great dining experiences for guests at a good value.
- ▣ Ensure all credit and financial transactions are handled in a secure manner.

■ Training & Development

- ▣ Manage day-to-day staffing requirements, plan and assign work, and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to help manage any guest dissonance and improve team member's performance.
- ▣ Educate and train all team members in compliance with federal, state and local laws and safety regulations.
- ▣ Ensure staff is properly trained on quality and service standards, has the necessary tools and equipment, and is empowered to carry out job duties.

■ Operation Management

- ▶ Ensure all food and beverage equipment are in proper operational condition and are cleaned on a regular basis.
- ▶ Ensure that all food and beverage facilities including banquet space are cleaned, vacuumed, and properly stocked according to anticipated business volume. Notify engineering immediately of any maintenance and repair needs.
- ▶ Establish and achieve quality and guest satisfaction goals. Respond in a courteous and prompt manner to all guest questions, complaints and/or requests to ensure a high level of guest satisfaction.
- ▶ Manage local food and beverage marketing programmes for the hotel; participate in and maintain system-wide food and beverage marketing programmes and promotions. Monitor local competitors and industry trends. Review and approve menu design and concepts with Executive Chef.
- ▶ Conduct proper food and beverage inventory procedures. Determine minimum and maximum stocks for all food, beverage, material, and equipment.
- ▶ Ensure the security and proper storage of food and beverage products, inventory and equipment, and replenish supplies in a timely and efficient manner while minimising waste.
- ▶ Perform other duties as assigned. May also serve as manager on duty.

In addition to the above mentioned duties and job functions any other assignment given by the immediate superior or the management will have to be carried out.

Technical skills

Business Skills	This is the top food and beverage job in a small to medium full-service hotel. Supervises a large number of team members in one or two food and beverage outlets, kitchen, and may include banquet facilities that cater to 500 people or less. May oversee one or more subordinate managers or supervisors.
Computer Skills	Excellent command over MS Office
Communication Skills	Excellent verbal and writing skills

Education/Experience

Education	Degree/Diploma in Hotel Management
Experience	Should have minimum of 2 years experience in same role

FPHL Leadership competencies

STRATEGIC MINDSET

- Demonstrates foresight
- Demonstrates conceptual ability
- Displays ability to sense emerging changes.
- Spots trends and patterns and identified key issues from a mass of data/information.
- Grasps information quickly; picks up nuances, subtleties.
- Understand hoe his/her role impacts others in the function.
- Displays a logical thought process in day to day operations.
- Information from diverse sources to make effective ground level decisions.
- Recognises implications of decisions and alternatives.

CUSTOMER FOCUS

- Can see things through the “eyes of the customers.”
 - Is aware of internal and external customer needs.
 - Has a fair understanding of the business.
 - Looks at work issues from the customers’ point of view.
 - Is always pre-occupied with delivering the value preposition of the business.
 - Displays an understanding of the existing infrastructure, processes and tools used to deliver quality products and services.
- Is able to discern the various elements of the company’s competitive vis a vis competition

MAKING THINGS HAPPEN

- Energetic, competitive, persuasive and results oriented.
- Has knowledge of internal and external resources.
- Come up with fresh ideas.
- Demonstrates a high degree of preparedness.
- Displays a good planning, organizing, prioritizing and monitoring skills.
- Displays cost consciousness and an overriding desire to get best value for money spent.
- Takes regular feedback and guidance to successfully achieve planned outcomes.
- Exhibits initiative in taking on higher responsibilities and works beyond his area.
- Contributes meaningfully to discussions involving his/her area.
- Uses mistakes as learning opportunities. Is open to feedback.
- Enhance knowledge /skills base on an ongoing basis.
- Execute all relevant compliances and documentation within prescribed schedules.

LEADING CHANGE

- Enthusiastic about changes
- Is imaginative
- Thinks out of the box
- Can quickly comprehend the need for the change.
- Open minded when presented with the new perspectives.
- Is comfortable with and gets used to new situations easily.
- Is able to identify and remain focuse4d to achieve desired results even in unstructured situations.
- Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
- Listens attentively. Shares appropriate information.
- Relates to people at all levels.

PEOPLE LEADERSHIP

- Participative, open minded and receptive
- Understands the needs/interests and attitudes of others.
- Is perceptive of non-verbal behavior.
- Is confident but not arrogant.
- Involves in the resolution of problems.
- Brings energy and direction to activities.
- Shares experiences and information with team members.
- Demonstrates commitment to the team and supports team decisions

STAKEHOLDER MANAGEMENT

- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals.
- Nurtures strong business partner relationships with key vendors/suppliers at a strategic level.
- Maintains a valuable network of contacts across business areas to drive and support initiative.
- Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
- Is able to safeguard company interest while managing Owner's tactfully.