

Restaurant Operations Manager



Supervises:

All Food & Beverage Service Personnel of the Restaurant

Reports To:

EAM – Food & Beverage / F&B Manager

Other Relationships:

Executive Chef

Food & Beverage Service & Culinary Personnel

Purchasing / Suppliers

Food & Beverage Cost Controller

Job Summary:

To assist the E.A.M. / F&B Director / Manager in the overall administration and operation of the F&B Division in sections appointed, to maximize profits. To ensure maintenance of quality standards, staff performance and customer satisfaction

Responsibilities:

1. Operations

- Monitors and ensures smooth operations.
- Knowledgeable on food / beverage / service available.
- Daily inspection of front and back of F&B operations to check on set-up / service / food quality / general maintenance / cleanliness.
- Recommends improvements in all aspects of their appointed sections as appropriate.
- Coordinate with Division Head and Executive / Head Chef, to establish standard recipes / specifications sheet and theoretical sales prices for food and beverage services.

2. Marketing & Planning

- Effective participation in co-coordinating and controlling departments.
- Conducts market surveys as required and plan / implement appropriate measures to increase market share.
- Be updated on new technology to improve work efficiency.
- Co-ordinate with the Executive Chef / Outlet Manager on the set-up, implementation and sales of all outlet promotions and menu planning

3. Human Resources

- Participate in effective staff management (staff hiring / termination / transfers / overtime).
- Approve weekly staff roster
- Responsible for succession planning and training to the team.

- Exercises leadership to guide leaders to help their teams achieve their goals and individual development needs.
- Ensures proper orientation and training programs set in place for all new hires.
- Provides proper up-selling training, guidelines and tools to support team's success.
- Enforce staff motivation and team building.
- Submits monthly training plan and personally implements the approved plan.
- Participates in divisional staff training / orientation (co-coordinated by F&B trainer)
- Observes staff individual performance / grooming / punctuality, and performs staff appraisals / disciplinary actions if required based on company guidelines.
- Ensure that the staff are equipped with proper working environment / tools / knowledge to enable them to be productive and efficient in their work
- Ensure application of procedures and regulations to staff concerning hygiene and sanitation / fire and safety / emergency procedures.
- Monitors and updates personal profiles on Talent Management System (TMS).
- Monitors applications in their respective areas and responses to all application on timely manner.
- Conducts yearly appraisals of all staff

4. Communications

- Maintains regular customer contact to obtain feedback / create future and potential client
- Proper and tactful handling of verbal complaints from customers and respond to customer critique forms
- Conduct / attend F&B divisional and departmental meetings as required
- Ensure smooth and effective communication between F&B and other departments
- Supplier Relation: Meeting regularly with key suppliers to discuss new products, flaws in existing products, maximize discounts.

5. Quality Control

- Ensure that quality of food / beverage / service provided are consistently maintained

6. Cost Control / Planning

- Effective participating and control in inventory taking / costs / breakage.
- Approves food / beverage / general requisitions.
- Practice economy of food, beverage, paper supplies, electricity and water.
- Assist the Director of Food Beverage / Manager in the planning of budget / forecast / CAPEX / P&L
- Implement appropriate and effective measures to improve control of costs / expenses / labour.

7. Administrative

- Prepares Monthly Restaurant Statistic Report and Executive Summary Report.
- Responsible for the implementation and upkeep of the systems for compilation of guest critique / business cards / guest letters
- Authorize the daily outlet log book

8. Other

- Maintains the highest standards of professionalism, ethics and attitude towards all patrons and colleagues.
- Attends training programs as set by the company.
- Ensures Hazzard Analysis Critical Control Point (HACCP) is completely adhered.

- Actively participates in corporate activities such as, but not limited to the following: Performance Monitor Presentation, Annual Staff Party, Fire & Emergency Drills, Social and Sports activities.
- Active involvement in the implementation of the company Corporate and Social Responsibility (CSR) initiatives on environment through reduction in the consumption of consumables (electricity, gas, water, office supplies and others), proper disposal of wastes in accordance with the established guidelines for waste segregation.
- Be familiar and abide by the requirements of ISO 22000 / ISO 18001 and the Integrated Management System (IMS)
- Oversees the Banquet functions outside the Outlet whenever required and deemed necessary.

Requirements:

Minimum 2 years' experience in similar role for a 5-star hotel

Degree in food & beverage or hospitality management

Excellent and articulate English oral & written communication skills

Exemplary team play, leadership and team building skills

Other Language skills required.....add here.....