

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

FOOD & BEVERAGE (F&B) ASSISTANT MANAGER

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

Role Title – How I will be known

Food & Beverage (F&B) Assistant Manager

Key Relationships – Who I will engage with

- I will directly report to the Food & Beverage (F&B) Operations Manager.
- I will indirectly report to the Deputy General Manager and General Manager.
- I will be responsible for supervising the F&B Team in either the pub, restaurant or bar, including providing supervision for room service, banqueting, cocktail bar, events catering and outside catering.
- I will work cohesively with the F&B team.

Role Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling inspired and enriched.

Role Outcomes – What success will look like for my role

1. The F&B Department exceeds performance targets.
2. The Fife Arms exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Department are achieved.
5. The Fife Arms achieves national and international recognition.

Role Key Tasks - How I will achieve the outcomes

General

F&B Assistant Manager

I will take responsibility for supervising the appropriate F&B Team in one or more of the F&B service areas:-

- Ensuring all guest expectations and demands are met with the highest standards of service,
- Developing great relationships with our guests and colleagues,
- Supporting the recruitment, training and development of a great team,
- Providing and delivering on opportunities for upselling,
- Complying with Hotel and F&B strategies, policies and procedures.

Pre-Opening

- Support attraction, recruitment and training of a talented team capable of exceeding expectations.
- Contribute to compilation of F&B Opening Guidelines and Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Support development and implementation of F&B readiness plan for opening on time.

THE
F I F E A R M S

BRAEMAR

Open for Business

- Supervise food and beverage operations to the highest standards.
- Supervise the F&B Team by example, active coaching and mentoring.
- Work cohesively with the F&B and Hotel Teams.
- Ensure adherence to the Health and Safety Hotel Policy.
- Act as Duty Manager in accordance with Duty Management Rota.
- Comply with F&B Revenue Management and in general support the General Manager to achieve the Hotel financial targets.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU
General - Every Team Member

Communication Skills & Interpersonal Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic & Personable
Natural flare for hospitality
Organisation Skills
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Bar
Community Relations
Financial Management
Food & Beverage Operations
Guest Relations
HR Practices
IT Skills
Leadership
Supervisory Skills
Pub
Sales & Marketing
Strategic Thinking
Wine & Whisky