

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

FOOD & BEVERAGE MANAGER

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

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Role Title – How I will be known Food & Beverage (F&B) Operations Manager

Key Relationships – Who I will engage with

- I will directly report to GM.
- I will indirectly report to COO.
- I will be responsible for leading and managing the F&B Team – pub/restaurant/room service/banqueting/cocktail bar/events catering/outside catering.
- I will work cohesively with the senior management 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

I will take responsibility for the day to day operations of the pub/restaurant/room service/banqueting/cocktail bar/events catering/outside catering, including leading and managing:-

- Guest expectations, demand and delivery,
- Development and maintenance of key relationships,
- Recruitment, training and development of a great team,
- Sales & Marketing F&B strategy and revenue generation,
- Implementation of strategy, policies, procedures and innovation,
- Creation and implementation of F&B policies and practices
- Compilation and achievement of F&B budgets.

Pre-Opening

- Attract, recruit and train a talented team capable of exceeding expectations.
- Compile F&B Opening Guidelines and Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Develop and implement F&B readiness plan for opening on time.

Open for Business

- Lead and manage food and beverage operations to the highest standards.
- Lead, as well as manage, the F&B Team by example, active coaching and mentoring.
- Work cohesively with Senior Management Team.

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- Ensure the effective application of Health and Safety Hotel Policy.
- Act as Duty Manager in accordance with Duty Management Rota.
- Take responsibility for the 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

Community Relations
Financial Management
Food & Beverage Operations
Guest Relations
HR Practices
IT Skills
Leadership
Management Skills
Sales & Marketing
Strategic Thinking

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