**Job Title:**

Food & Beverage Team Leader with Duty Manager Duties

**Location:**

Ibis Queen’s Quarter, 75 University Street, Belfast, BT7 1HL

**Responsible to:**

General Manager

**Purpose of Job:**

You will play a crucial part in the day-to-day running of the food operations – working as part of the Management team, making sure the kitchen runs smoothly. You will prepare food to order and make sure you and your team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times

The F&B Team Leader with Duty Manager Duties is responsible for consistently providing a hospitable, pro-active, engaging, knowledgeable and attentive service. You will ensure that selling and recommendation is in place. You will assist our Team on the floor during meal periods and high demand times

You will take care of guests from their arrival through to their departure from the Hotel. You will contribute to guest satisfaction at all times by providing high quality services throughout the guests’ stay

Promote the Hotel’s facilities, both Food & Beverage and Accommodation, and help meet the Department’s targets

**Rate of Pay:**

£9.50 per hour

**Hours of Work:**

40 hours per week

**Experience / Qualifications**

**Essential:**

* Experience within a Food & Beverage Team Leader / Duty Manager Role
* 5 GCSEs at grade C and above to include Maths and English or equivalent qualification
* Proven experience of leading and directing others, while demonstrating a hands on approach
* Customer Service Experience
* Ability to meet deadlines, and work under pressure with the ability to motivate others within the Food & Beverage team
* Good Communication and Organisational Skills

**Desirable:**

* Experience within the hospitality industry

**Main Duties:**

As Food & Beverage Team Leader, you are in charge of the organisation and the quality of services offered to the customer. You will also act as Duty Manager in the absence of the General Manager, or as required by your rota

* Present a professional, friendly and efficient impression of the Hotel at all times
* Maintain the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct
* Greeting and seating the customer: you help the customer choose their meal and wines and take their order
* Running and Managing you team: work schedule, training new employees recruited together with the General Manager
* Develop team spirit and motivation by creating a good working atmosphere
* Preparation of the Restaurant for Breakfast, Lunch and Dinner, and maintaining a pleasant atmosphere
* Ensure that all guests have a smooth running stay at the Hotel
* Manage and motivate the team in order to provide high quality services for guests
* Assist General Manager in ensuring the Department meets all targets set by Senior Management
* Increase revenue by own sales efforts / promotions
* Optimise and develop the sales of dining areas
* Co-ordinate and supervise the team in the Department and monitor stock Management
* Assist in working to the Department’s budget
* Integrate, train and lead the Food & Beverage Team
* Implement Brand and Group projects and identify features
* Initiate new projects in communication with the General Manager, and oversee their implementation and results
* Ensure that high standards of presentation are maintained in every area of the Hotel and by all staff at all times
* Ensure that all tasks relating to guest comfort, guest satisfaction or the impression of the guest receives of the Hotel must be treated with utmost priority
* Be aware of guests’ needs at all times, to make available knowledge and resources to meet those requirements
* Maintain a good working relationship with your colleagues, creating a team that works well together
* Manage and report all emergencies and complaints using the procedures set by the Company
* Attend any meeting and training session as required for the position
* Support General Manager in the application and implementation of all the Company’s policies and procedures
* Support General Manager in the application and implementation of all the Company’s policies and procedures
* Support General Manager in the application and implementation of all relevant legislation in any area of the Department
* Maintain vigilance regarding possible fraud, theft and potential security risks
* Be fully conversant with all facilities and services in the Hotel
* Be fully conversant with the responsibilities and duties of staff and Management in the Hotel

**Note: This list is not exhaustive and is only a guideline to the typical duties that may be asked of you. It may be modified at any time to meet the changing needs of the business. You will be expected to comply with any reasonable requests or duties directed by Management**