

## Food and Beverage Team Leader with Duty Manager Responsibilities

**Location:** IBIS Queens Quarter, 75 University Street, Belfast

**Department:** Food and Beverage

**Rate of Pay:** £12.00 - £12.88 per hour depending on experience

### About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

### About the Role...

Ibis Queens quarter is 56 bedrooms Hotel which has an on-site restaurant for daytime snacks and limited evening à la carte, a welcoming, 24hr lobby bar for enjoying a nightcap or two and an unlimited, hearty breakfast spread every single morning. And it's all topped off with the warmest welcome from our friendly hotel staff.

You will play a crucial part in the day-to-day running Hotel as part of the Management team, with key responsibility of making sure the kitchen and F&B service runs smoothly. In Ibis Queens Quarter our knowledgeable and confident team beautifully prepare and present limited menu food to our guest's. You will be responsible of whole F&B operations in Hotel which include prepare food to order, servicing the food & drinks and make sure you and your team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times in all F&B areas including Kitchen.

### About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have excellent communication skills, the ability to perform well as part of a team and be able to work on your own initiative. You will have strong attention to detail and be able to carry out instructions.

### Why Work for Us...

#### Andras Hotels Employee Benefits:

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme

Discounted Hotel Rates  
Hotel Incentive scheme

## Main Duties and Responsibilities...

### People

- Have full awareness of Ibis brand standards and your role as Team leader in ensuring the Food and Beverage team follow through on these standards on a daily basis
- Create SOPs and train team in our limited meal menu & breakfast preparation
- Manage everyday activity, plan and assign work ensuring you always have the right staffing numbers

### Financial

- Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives
- Drive bar promotions that deliver great bar experience for guest at good value
- Monitor budget and control expenses with a focus on food, beverage, and labour costs
- Ensure all cash and credit card transaction are handled securely
- Help GM to prepare annual food & beverage budget

### Guest Experience

- Be present to meet and greet customers, checking requirements and passing on relevant information
- Check and monitor that all beverages and food items are always prepared and served according to company standards and within regulations – maintaining customer service
- Have full product knowledge of the facilities offered at the hotel
- Supervise staff on your shifts to ensure a consistently high service delivery and guest satisfaction
- Awareness of guest satisfaction scores and the measures put in place to meet department quality targets and objectives

### Responsible business

- Be confident with people, be able to sell, and able to deal with any guest complaints/issues in a timely and efficient manner
- Health and Safety management – comply with company procedures and Safety Risk Audits
- Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation
- Other ad-hoc duties - unexpected moments when we have to pull together to get a task done

### Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do

- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

### **Accountability...**

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

Hours of work will include nights, weekends and bank holidays

### **Qualifications and Requirements...**

#### **Essential:**

- Experience within a Food & Beverage Team Leader / Duty Manager Role
- 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

#### **Desirable:**

- Experience within the hospitality industry
- 5 GCSEs at grade C and above to include Maths and English or equivalent qualification

**The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job**