

Food and Beverage Manager

Location: Hampton by Hilton, 15 Hope Street, Belfast, BT12 5EE

Department: Food and Beverage

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

As Food and Beverage Manager, you'll manage food and beverage operations to ensure quality service and standards whilst delivering a memorable guest experience. You'll ensure compliance with all health, safety, or other requirements

About You...

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

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

- Manage everyday activity, plan and assign work ensuring you always have the right staffing numbers
- Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues
- Train colleagues to make sure they deliver with compliance and to the standards we expect.

Financial

- Help prepare the hotel's annual budget and the setting of departmental goals
- Monitor budget and control expenses with a focus on food, beverage and labour costs
- Working with the catering office, identify additional sales opportunities to enhance revenue
- Drive promotions that deliver great dining experiences for guests at a good value
- Make sure credit and financial transactions are handled securely.

Guest Experience

- Make sure all food and beverage equipment is in operational condition and regularly cleaned
- Make sure all food and beverage facilities including banquet/convention spaces are clean and properly stocked to anticipated business volume. Notify engineering immediately of any maintenance and repair needs
- Establish and achieve quality and guest satisfaction goals. Help guests with their requests and complaints - making sure you maintain a high level of guest satisfaction.

Responsible Business

- Manage hotel food and beverage marketing programmes and participate in and maintain system-wide food and beverage marketing programmes and promotions
- Keep an eye on competitor activity / industry innovation. Review and approve menu design and concepts with Executive Chef
- Make sure food and drinks are secure and stored safely - always keep stock replenished to minimise waste
- Handle food and beverage inventory procedures. Determine minimum and maximum stocks for all food, beverage, material, and equipment
- 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...

Works throughout the hotel in Food and Beverage.

Hours of work will include nights, weekends and bank holidays.

Will act as Duty Manager in the hotel as and when required

Qualifications and Requirements...

Essential:

- Some college and/or advanced training in food and beverage management
- 2 years’ related experience, including supervisory experience, or an equivalent combination of education and experience
- Must speak Fluent English

Desirable:

- Bachelor’s degree / higher education qualification in Hotel Management, culinary arts, or related field preferred

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.

To apply, please submit your CV by email to michelle.trotter@andrashouse.co.uk