

Assistant F&B Manager

Hotel:

Holiday Inn 14 Hope
Street, Belfast, BT12
5EE

Department:

Food & Beverage

Reports to:

F&B Manager

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

As Assistant Food and Beverage Manager, you'll assist in the management of food and beverage operations in the hotel restaurant and bar to ensure quality service and standards are maintained to deliver a memorable guest experience throughout daily service always following government regulations concerning health, safety or other requirements. Working closely with all food and beverage management and deputising in their absence.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

Your day to day

People

- Assist in managing everyday activity, plan and run shifts
- Develop your team and improve their performance through coaching and feedback, and assist in creating training plans
- Assist in training colleagues to make sure they deliver with compliance and to the standards we expect
- Take a hands-on approach to helping develop your team

- Along with your manager, help to coach and develop supervisors
- Assist in any HR related procedures

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.
- 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.
- Always ensure assistant manager/supervisor or senior level staff presence

Responsible Business

- Make sure food and drinks are secure and stored safely - always keep stock replenished to minimize waste
- Report weekly training to your manager
- Other ad-hoc duties - unexpected moments when we have to pull together to get a task done.

Financial

- Monitor control expenses with a focus on labour costs as directed by management
- Assist in Drinks and Cocktail Menu ideas, promotions for all Beverage outlets
- Make sure credit and financial transactions are handled in a secure manner.

Accountabilities

As well as supervising team members Duty Management shifts are also an integral part of this role. Hours of work are 40 hours per week and will include morning, evening and weekend and bank holidays

What we need from you

- Some college and/or advanced training in food and beverage management
- 1 years of related experience, in supervisor or assistant manager position, or an equivalent combination of education and experience
- Bachelor's degree / higher education qualification in Hospitality preferred
- Must speak local language

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in the Holiday Inn.

The Holiday Inn IHG® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

*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 hrassistant@andrashouse.co.uk

