

1. Job Position	Food and Beverage
2. Category	Managerial-Departmental head
3. Reporting To	General Manager
4. Job Definition	To organise, develop, operate and administer all the Food and Beverage outlets and off-premises catering.
5. Duties and Responsibilities	<ul style="list-style-type: none"> a. Responsible for food and beverage service in all pre-determined service areas b. To work in co-ordination with the Executive Chef for the development of new menus and menu changes in terms of price, portion size, add on, etc., c. To plan for and schedule manpower, equipment and supply requirements for the F&B service department d. To improve employee productivity and food quality by selecting the most flexible facility design and the best layout and equipment e. Responsible for hiring of best talents in the department. Training the staff to meet the organisational standards through the Training Manager. f. To determine and evaluate menu planning, style, design, marketing effectiveness and pricing for the best competitive advantage g. To formulate and adapt sample forms for easier planning, purchasing, pricing, safety and recipe development activities h. To assess profitability by comparing budgeted F&B costs with actual costs based on standard recipes and recipe costs i. To consult with the Executive Chef and decide the price structure for various items in the menu in relation to competition and guest feedback j. To recommend food and beverage service standards and specifications in clear relation to industry standard, Hotel policy and external competition k. To originate and approve the general stores requisition, beverage requisition and the kitchen requisition as per weekly/ daily schedules planned. l. To maintain par stocks for silverware, china, linen, dry food stuff, stationary and non-alcoholic beverages. Also, to revise these par stocks as per seasonal changes m. To recommend the periodic purchase of special items both domestic and imported n. To initiate programmes on guest recognition, and put forth various incentives to achieve guest recognition in various outlets o. To ensure co-ordination with the F&B controller: <ul style="list-style-type: none"> • To take constant rounds with the F&B controller to ensure that the control procedures laid down by the management are implemented • To conduct regular tastings of various food items/ canned items/ soft drinks so as to ensure that best possible quality is maintained and procured for the Hotel

	<ul style="list-style-type: none"> p. To keep abreast with the competition by conducting periodic competition and market surveys q. To conduct a menu engineering exercise periodically to be able to identify the fast moving and slow moving items on the menu(s) r. To ensure that pay-rolls are kept at the lowest level in the department, and ensure the maximum utilization of manpower available s. To conduct method studies to eliminate manpower wastage and increase productivity t. To plan and conduct food festivals and promotions to up sell the slow moving and non-moving items on the menu(s) u. In consultation with the executive chef, to remove those items from the menu which are non- moving and introduce better replacements. v. Responsible for maintaining reasonable cost control in the department without compromising on quality w. To keep wastage of food to the minimum, by timely buffet replenishment, controlling food wastage, ensuring appropriate portions and checking pilferage x. To account for the spoilage of food and beverage items and breakage of glassware and china y. To maintain and enforce such systems and methods in the area of F&B service as laid down by the management z. To develop new and superior methods of professional food and beverage service aa. To ensure proper accounting of all guest cheques and staff tips bb. To ensure that all banquet functions are conducted in a pre-planned manner, keeping the guest's request in mind. Also to ensure that such events do not disturb guests in other areas of the Hotel cc. To ensure regular sales calling for promoting business dd. To ensure that all room service orders are served in standard time, as per guest request and with proper professional etiquette ee. To prepare the capital and operational budgets for his department ff. To conduct daily briefings and ensure that shift beginning and shift end briefings are being held at the beginning and end of each shift gg. To be present in the area of operation at the peak operation hours hh. To ensure that employees in the department conform to house rules and policies of the Hotel ii. To initiate the performance evaluation of his subordinate staff jj. To formulate and ensure adherence to Service standard. kk. To ensure the grooming of his staff as per the standard laid down by the management ll. To personally meet with ailing guests or guests with special requests and long staying guests. Also, to meet with any guest who has a complaint regarding food or a beverage or service provided by staff in his department
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