

Food & Beverage

Role and Task Descriptions

09/11/2023

Human Resources



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As the Food and Beverage Manager, you will be responsible for overseeing and coordinating all aspects of the food and beverage operations within a hospitality establishment. Your role involves managing the restaurant, bar, and banqueting services, ensuring high-quality service, profitability, and guest satisfaction. Your leadership, organizational skills, and culinary knowledge will be essential in creating a memorable dining experience for guests. The roles and tasks include:

1. Restaurant and Bar Operations:
 - a. Supervise and coordinate daily activities in the restaurant and bar.
 - b. Ensure a high standard of service including prompt and courteous customer interaction.
 - c. Collaborate with chefs and kitchen staff to maintain menu quality and consistency.
2. Banqueting and Events Management:
 - a. Oversee banqueting services for events, conferences and special occasions.
 - b. Coordinate with event planners, clients, and kitchen staff to ensure successful events.
 - c. Develop and implement creative and customized menus for special events.
3. Staff Management:
 - a. Recruit, train and manage restaurant and bar staff.
 - b. Conduct performance reviews and provide ongoing training to ensure a high level of service.
 - c. Create and manage staff schedules, ensuring adequate coverage during peak hours.
4. Menu Planning and Cost Control:
 - a. Work with chefs to develop and update menus based on customer preferences and seasonal availability.
 - b. Implement cost control measures to optimise food and beverage profitability.
5. Quality Control:
 - a. Monitor and maintain high standards of food and beverage quality.
 - b. Conduct regular inspections of dining area, ensuring cleanliness and adherence to hygiene standards.
6. Customer Relations:

- a. Address customer feedback and concerns in a professional and timely manner.
 - b. Foster a positive and welcoming atmosphere to enhance the overall guest experience.
7. Vendor and Supplier Management:
 - a. Build and maintain relationship with food and beverage suppliers.
 - b. Negotiate contracts and pricing to ensure cost-effectiveness and quality.
8. Health and Safety Compliance:
 - a. Ensure compliance with health and safety regulations in the kitchen and dining areas.
 - b. Implement and enforce hygiene standards and practices.
9. Financial Reporting:
 - a. Prepare and analyse financial reports related to food and beverage operations.
 - b. Monitor sales, expenses, and profitability, making strategic recommendations.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Knowledge of food safety regulations, culinary trends and customer service best practices.
- Familiarity with point-of-sale (POS) systems and inventory management.
- Excellent organizational and problem-solving skills.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

