

Director Food and Beverage

JOB OVERVIEW

Direct food and beverage operations to ensure quality service and standards while delivering a guest experience that is unique. Ensure compliance with all governmental regulations concerning health, safety or other requirements.

At **Holiday Inn®** we want our guests to relax and be themselves which means we need you to:

- **Be you** by being natural, professional and personable in the way you are with people
- **Get ready** by taking notice and using your knowledge so that you are prepared for anything
- **Show you care** by being thoughtful in the way you welcome and connect with guests
- **Take action** by showing initiative, taking ownership and going the extra mile

DUTIES AND RESPONSIBILITIES

Financial Returns:

- Participate in the preparation of the annual departmental operating budget and financial plans. Monitor budget and control expenses with a focus on food, beverage and labor costs.
- In partnership with other department heads, identify additional sales opportunities to enhance revenue. Drive promotions that deliver great dining experiences for our guests.
- Ensure all credit and financial transactions are handled in a secure manner.

People:

- Direct day-to-day staffing requirements, plan and assign work and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to help manage conflict and improve team member performance.
- Educate and train all team members in compliance with governmental regulations. Ensure staff is properly trained on quality and service standards and has the tools and equipment to carry out job duties.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- Recommend and/or initiate salary, disciplinary or other staffing/human resource-related actions in accordance with company rules and policies.

Guest Experience:

- Ensure that all food and beverage facilities and equipment are cleaned, vacuumed and properly stocked according to anticipated business volume. Notify engineering immediately of any maintenance and repair needs.
- Establish and achieve quality and guest satisfaction goals. Respond in a courteous and prompt manner to all guest questions, complaints and/or requests to ensure a high level of guest satisfaction.
- Analyze guest insights to identify and meet customer expectations and build on guest loyalty.
- Interact with guests to ensure expectations are being met.



Responsible Business:

- Manage local food and beverage marketing programs for the hotel; participate in and maintain system-wide food and beverage marketing programs and promotions. Monitor local competitors and industry trends.
- Ensure the security and proper storage of food and beverage products, inventory and equipment and replenish supplies in a timely and efficient manner while minimizing waste.

Perform other duties as assigned. May also serve as manager on duty.

ACCOUNTABILITY

This is the top food and beverage job in a large full-service, luxury or resort hotel. Supervises a large number of employees in multiple major food and beverage outlets and kitchens as well as banquet and convention facilities. Oversees multiple managers and supervisors.

QUALIFICATIONS AND REQUIREMENTS

Bachelor's degree / higher education qualification / equivalent in Hotel Management, culinary arts or related field plus 4+ years of related experience, including management experience. Must speak local language. Must obtain certifications or permits as required by local governmental agencies.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee Name (print) _____

Employee Signature _____ Date _____

