

POSITION DESCRIPTION - Restaurant & Guest Services Manager

DEPARTMENT: Food & Beverage and Guest Services Manager

REPORTS TO: General Manager

POSITION/S REPORT TO: Maitre D
Food & Beverage Supervisor
Food & Beverage Attendant

POSITION OBJECTIVE: • Build Bedarras reputation for excellence by responding to guests with a bespoke delivery that reflects the unique opportunities on Bedarra to deliver “out of the box” experiences to exceed guest expectations, and supporting management as needed.

KEY SELECTION CRITERIA: • Appropriate qualifications and/or 5 years proven experience within the hotel and/or restaurant industry., Small luxury boutique experience desirable.
• Ability to inspire and build teams, and train staff to exceptional service delivery.
• Highly developed communication skills, and service ethic.
• Strong attention to detail , and sound organizational skills
• Passion for food and wine with current knowledge of Modern Australian Cuisine, Wines, Cocktails and other beverages.
• Knowledge of bar operations and associated legislation. Certificate in Responsible Service of Alcohol (RSA) is essential
• Working knoweldge of (Word, Excel) and Point Of Sale Systems (Micros)

POSITION RESPONSIBILITIES: • Responsible for managing Bedarras special themed events, dining, remote dining, bar and mini bar operations to world class delivery, with a hands-on, personalised and friendly detailed service, including ensuring outlet ambience / atmosphere guidelines are followed.
• Liaising with the Executive Chef and other departments heads as needed to ensure guests’ special needs are dietary requirements are planned for and delivered in a timely and informed manner by conducting daily pre-service briefings.
• Resolving guest complaints. Passing relevant information onto the Resort General Manager for follow up action where necessary
• Implement f&b staff training programs to ensure world class knowledge and delivery, supported by comprehensive service checklists and procedures for all aspects of f&b service and operations.
• Maintain quality assurance to Bedarra specifications over service, product and presentation whilst ensuring compliance with all industry statutory requirements.
• Submit wine and cocktail lists taking into account preferred supplier agreements and market expectations for GM sign off. Prepare cocktail specials and hosting guest’s cocktail hour, delivering a unique beverage offer that includes non alcoholic choices.

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- F&B stock management and control to best purchasing practice, to deliver sufficient par levels for occupancy forecasts and to provide special guest requests, whilst considering resort storage space and stock expiry dates.
- Complete accurate f&b end of month stock takes. Detail breakages, and wastage and loss to demonstrate effective cost of goods management.
- Conducting quarterly stock takes of all f&b equipment to return stock levels to par to occupancy forecasts 3months out.
- Direct operational efficiencies aimed at reducing costs to maximize department profits, without compromise to guest's expectations.
- Responsible for the implementation of SOP's to ensure day to day maintenance and care of all F&B equipment, and cleaning schedules to HACCAP
- Prepare Request For Purchases for all non-standard inventory items and submit to the Resort General Manager with relevant justification
- Maintain cleanliness and tidiness of the restaurant and bar, including service areas, and surrounding areas at all times
- Support the resort recycling and "green energy" program
- Management of staff and roster to the new EA and industry awards, and Hideaway SOP's for staff management.
- Setting relevant performance KPI's and undertak staff performance reviews on a bi annual basis.
- Conduct weekly departmental meetings to communicate relevant information and seek input and suggestions from all team members
- Support other departments as needed.

OTHER RELEVANT
INFORMATION :

- Comply and abide by all Resort policies, initiatives and procedures.
- Abide by all Workplace Health, Safety and Hygiene regulations at all times.
- Abide by the guidelines set out in the Employee Handbook.
- Keep updated on product knowledge of resort and related activities.
- Resolve guest complaints to the guest's satisfaction within your level of authority.
- Maintain excellent grooming and hygiene standards.
- Carrying out any other reasonable duties as directed by your Manager.