



FOOD & BEVERAGE OPERATIONS MANAGER

ROLE OVERVIEW

Following the multi-million-pound investment into new bedrooms, a world-class spa, state-of-the-art health club and award-winning dining, it's an exciting time to join the crew at St Michaels. We are further expanding the Resort in 2020 with 4 Spa-Garden Lodges and refurbishing our Captain's House to add 8 more luxury bedrooms to our room stock.

To oversee the day to day management of the Food and Beverage service team that enables the delivery of consistently exceptional service whilst driving sales across all Food and Beverage operations at across the Resort.

This is an exciting and challenging role, whereby you will be take full ownership for the F&B business front of house. Leading by example, you'll motivate and inspire a team of Managers and crew. You will enjoy developing their skills and have a track record of bringing out the best in people and turning great ideas into reality.

Your main duties will include

- Determine the customer service journey and identify how to exceed individual expectations at every opportunity.
- Provide inspirational leadership to the F&B service crew setting an example by delivering consistency in an empathetic, fair and professional manner.
- Drive continuous improvements in sales, standards of service, quality of customer care and relevance of product.
- Taking an active role within the resort management team acting as duty manager on a regular basis.
- Attending management meetings representing the F&B management team, accurately reporting information to other managers and working together to improve performance, systems and best practice.
- Drive behavioural change through encouraging others to seek and act on feedback.
- Plan and prioritise workload to deliver required results.
- Be flexible to ensure that operations are always as productive as possible.
- Ensure all guest complaints, requests and enquiries are handled and resolved
- Champion the resort maintaining a thorough knowledge of the brand and product.
- Deliver exceptional standards of cleanliness and presentation across all F&B service areas.
- Control requisitioning, storage and careful use of all operating equipment and supplies.
- Manage department costs within the budget, identify the management information available in your own area and act credibly on matters that affect business finance.
- All cash handling is well managed and sales revenue accurately captured.
- Build and maintain a competent and capable F&B service crew.
- Ensure all crew members receive regular performance reviews to monitor all performance objectives.
- Creation of a costed rota for all Food & Beverage service crew members that ensures adequate staff levels in line with business requirements.
- Procedures, processes, and systems are agreed, documented and well understood by all crew members.
- Food, hygiene and Health & Safety standards are maintained at all times.



Beverage

- Drive beverage product development in a way that is relevant to our customers and is on brand.
- Deliver inspirational training in the production and service of all beverages.
- Ensure all crew members demonstrate thorough knowledge of our beverage products.
- Take accountability for profit and loss of all beverage service, gross profit performance and stock management.
- Ensure that the maintenance of bar equipment and ensure all crew are trained to operate equipment safely and standards are maintained.

Service

- Drive food service flow and set standards that consistently delight our customers.
- Deliver inspirational training in food service and sales.
- Ensure all crew members demonstrate thorough knowledge of all our food offers.
- Take accountability for maximising sales of all food items.
- Maximise the occupancy of our food service areas.
- Ensure the Food service areas are maintained to a high standard and are a safe place to work

REQUIREMENTS

Have at least 2/3 years experience working as a manager in a well-established, high quality hotel or resort.

Have a genuine passion for food and drink and demonstrate knowledge of industry trends

Have previous experience of leading a team of at least 15 people.

Have a pro-active approach to problem solving

Have events experience with the ability to organise and run large group bookings

Understand environmental, legislative and social responsibilities and their impact within business.

Have a sound knowledge of current food hygiene, Health & safety regulations.

Have outstanding communication skills both verbal and written.

Be passionate about people, with a hands on approach and ability to influence at management level.

Be passionate about sharing knowledge and maintaining the high standards.

Be prepared to commit to the culture and values of St Michaels Resort

Have excellent organisational skills with an eye for detail.

Possess good time management skills

Professional personal presentation

Be able to demonstrate effective listening skills, diplomacy and interpersonal skills.

Be computer & technology literate – with knowledge of operational systems including reservations, POS, reporting and HR management systems.

Have a flexible working ethic as the role includes working at weekends. Must be available to work over the Christmas and New Year period including the Bank Holidays

Desirable Qualifications

- Personal licence holder
- Level 3 or above in hospitality supervision
- WSET cert
- Mixology
- Barista skills training
- CIEH Food hygiene/safety & H&S between Levels 1-4,
- Fire warden
- First aid at work
- People management qualification or training cert (train the trainer award)



WHAT WE LOOK FOR IN OUR CREW

Passionate about working in hospitality
A commitment to fully sign-up to our ethos, mission and values
An understanding of what amazing guest service looks like and how your role fits into this
An active, involved member of our wider crew
Great eye for detail
A willingness to learn and develop throughout your career with us

BENEFITS

Incentive scheme
28 days paid holiday (pro-rata for part-time staff)
Meals on duty
Preferential rooms rates*
25% staff discount on food and drink
25% discount on Spa treatment and retail products*
Discounted membership to the Health Club*
Partner discounts*
Professional development
Uniform supplied
*subject to availability and eligibility

Please note we are unable to offer live-in accommodation for this role.

REMUNERATION

£6.15 - £8.21 per hour

HOW TO APPLY

Please send a copy of your CV and covering letter detailing your suitability for the role and answering the following two questions;

What excites you the most about joining the St Michaels Crew as part of the F&B Management Team?

Is there anything in this ad that you do not bring and let us know what you do that will make up for these gaps?

Due to the large number of applications normally received, regretfully we are only able to reply to candidates who have been shortlisted.