



Role Title:	Food & Beverage Manager	Reports to:	General Manager
Department:	Food & Beverage	Job Grade:	
Direct Reports	Service Staff Kitchen Staff GHH Staff	Key contacts Internal & External:	<ul style="list-style-type: none"> • General Manager • Other HODs • Members • Staff

Overall Purpose:

Food and Beverage Manager will be responsible for the smooth running of all the operations of the Restaurant, Bar, Banqueting and Housekeeping. He/She will oversee the overall coordination of efficient service delivery within the Food & Beverage department, Housekeeping and coordination of all events hosted at the club. He/She will have the responsibility to develop, innovate and deliver a product mix which is quality driven whilst maintaining aggressive financial returns and membership satisfaction. Food and Beverage Manager will be driven by ensuring that all working methods are reviewed and best practice is achieved so that the Club can grow its business whilst delivering excellent member service.

Key Measures of Performance

The performance of this role holder will be assessed on the basis of the achievements made on:

- Restaurant and Bar profitability.
- Customer Service/ Floor Management.
- Efficient Housekeeping operations.
- Adherence to laid down procedures.
- Hygiene and safety in the work place.
- Timely and accurate reports.
- People Management.
- Implementation of, & strict adherence to F&B standards (Service + Food Quality)
- Efficiently run the Monthly F&B Committee Meetings.

Key Responsibilities

1. Food and Beverage Profitability

- To increase the Club's Hospitality Revenue which includes generation of Revenue from Club facilities for Functions, promotional campaigns, Graduations, Meetings and Conferences, Outside Catering, Business Lunches and Cocktails.
- To grow the Food and Beverage Profitability.
- To increase the Revenue from Bar, Functions, Catering Services.



2. Customer Service.

- Frequently get feedback from members and guests on service rendered.
- Manages service aspects in all food and beverage assigned areas and events, and acknowledges, greets and thanks all members and guests.
- Identify customers' needs and respond proactively to all of their concerns.
- Maintenance of high service standards.
- Create unforgettable experiences for our guests.
- Ensure that there is sufficient staff to manage the daily service.
- Work closely on day-to-day basis with the Executive Chef to ensure timely and high-quality food to enhance customer satisfaction.

3. Food & Beverage Operations.

- Complete all administrative and planning elements for the department such as, rostering, reporting, packages and promotions to drive revenue and increase exposure as well as stock take and ordering.
- Frequently check the Restaurant and Bar facilities and identify areas that require services.
- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standard.
- Perform inspection of all food outlets.
- Ensure cleanliness is maintained throughout the service areas.
- Ensure all working equipment are in optimal working condition.
- Periodically visits service areas to welcome members and get their feedback.
- Support safe work habits and a safe working environment at all times.
- Ensure Food & Beverage relevant brand standards are maintained.
- Strategize on new products and service offerings.
- Oversee food and beverage inventories.
- Attendance and participation at weekly F&B meeting and Department Head meeting.
- Leverage on IT to deliver fast and efficient service.

4. Compliance.



- Maintain the required health, safety and sanitation standards within the club.
- Ensure that company policies and procedures are adhered to.
- Operate in accordance to all fire and liquor regulations and laws of Kenya.

5. Events Management.

- Oversee the coordination activations and promotions are done frequently.
- Partnering with Event organizers to have events at the LCC Venue.
- Ensure adequate staff are allocated for events.
- Initiating and serving Outside Catering and online Customers.
- Communicates with service and kitchen staff regarding reservations and/or special event.
- Ensure overall coordination of internal and external conferences and events.
- Liaise with departments in coordination of all events.
- Ensure that setup of chairs, tables, stage, decorations or other equipment is in accordance with customer requirements and with safety standards i.e. fire and health codes
- Facilitate the operations of the events according to the required specifications.
- Ensure the timely coordination of documentation, invoices for guest billing.
- Ensure that all service providers are well briefed with the Clubs regulations and maintain the required standards.

6. People Management.

- Encourage team to thrive.
- Lead by example and in turn support the creation and maintenance of an environment within the club whereby team spirit can thrive.
- Communicate performance standards and expectations in a way that motivates team members in the areas of accountability, to take action.
- Establish and maintain an inclusive environment by ensuring effective 2-way communication processes are set up (individual reviews and regular team meetings).
- Effectively manage the performance of team members (in areas of accountability), in line with Company guidelines, to ensure business results are realized and to enable career development, progression and succession planning.



- Identify training and development needs on an ongoing basis through hands on support and frequent interaction with team members and train the staff.
- Through liaison with the club Human Resources Department ensure people policies and practices are adhered to in line with current employment legislation.
- Ensure that new team members have all relevant information before commencing employment in the department.
- Confirms that all service staff are in proper uniform and adhere to the Club's appearance standards.
- Regularly review individual and team performance against objectives and provide feedback through "walkabouts" and team meetings.
- Recommend candidates for the career development, or cross – exposure in other clubs or for other training.

7. Other Duties

- Will be required to be conversant with latest bar and restaurant trends for our target audience and contribute to the ongoing nutritional developments.
- Perform other duties as directed by your Supervisor.

Skills and Competencies

- Proficient in Microsoft Office.
- Strong organizational skills
- Self-driven and result oriented.
- Guest-oriented and service-minded.
- Leadership and staff management skills.
- Ability to establish targets, schedules, policies and procedures.
- Knowledge of health, hygiene and safety regulations.
- Excellent communication skills (oral and written).
- Strong analytical and decision making skills.
- Proactive with very strong ability to multitask.
- Ability to spot and proactively resolve problems efficiently.
- Up to date with hospitality and customer service trends and best practices.
- Ability to manage personnel and meet financial targets and productivity requirements.
- Ability to make tough but fair decisions

Personal Traits Required

- Integrity and Confidentiality.
- Pleasant outgoing personality.
- Team Player.
- Passionate.
- Open-minded



Academic and Professional Qualifications
<ul style="list-style-type: none"> A Bachelor in Hotel Management or related degree in Hospitality industry. Specialist training in Food and Beverage Restaurant Management
Relevant Experience
<ul style="list-style-type: none"> Must have at least 5 years' experience in a managerial/ Supervisory position in a reputable Hospitality organization. Work experience in a Members Club will be an added advantage.
Tools of Trade
INCENTIVES

Agreed and accepted by:

	NAME	SIGNATURE	DATE
JOB HOLDER			
SUPERVISOR			