



ROOF GARDEN
HOTEL
ADELAIDE CITY

Food & Beverage Service Manager Position Description



Culshaw's
RESTAURANT
ADELAIDE CITY





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004
Multi Award Winning in 2009
55 Frome Street, Adelaide
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011
9 Jerningham Street, North Adelaide
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998
82 Tynte Street, North Adelaide
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008
Melbourne Street, North Adelaide
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003
Marryatt Street (foreshore) Port Augusta SA
75 apartments



PURPOSE

Consistently, through directive leadership and a disciplined approach, achieve the successful operation of the Front of House (FOH) Food & Beverage team in all areas of service, including dinner, breakfast and functions, through training, development and product innovation. In conjunction with the Head Chef, achieve full accountability for the financial and service performance of the FOH Food & Beverage Department.

This is a well-established business with a retained management structure in place since opening in 2004. As a result of this the established model when followed achieves profitability and sustainability.

POSITION OBJECTIVES

- **CONSISTENT CUSTOMER SERVICE LEVELS** – Strong and consistent management of the FOH team to ensure consistent levels of service and product are delivered through excellence.
- **TRAINING & DEVELOPMENT** – Consistent approach to support, train and develop staff
- **LEADERSHIP** – Through directive leadership maintain a culture of empowerment and accountability within the team to ensure the company vision and values are achieved.
- **EFFICIENCY & EFFECTIVENESS** – Paramount to achieving successful and sustainable operations of the business is a weighted split of the F&B Service Manager hours. To minimize casual labour a hands approach in floor service is required with an average of 80% working hours applied, versus 20% hours of planning and coordinating required back of house tasks.
- **APPROACH TO CONTINUOUS IMPROVEMENT** – Through constant monitoring of product and service levels.
- **INITIATIVE** – Contribute to the senior team through initiative and balanced judgment to ensure continuous growth of the Food & Beverage Department.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative, professional and empathetic approach with internal and external stake holders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty.



KEY RESPONSIBILITIES

Operations

- **LEADERSHIP & DIRECTION** – Effectively provide strong professional leadership and direction to the FOH Food & Beverage team in all service areas, including dinner, breakfast and functions.
- **DEVELOPMENT** – Consistent and disciplined approach to the development of all FOH Food & Beverage team members including, a strong focus and accountability toward training, regular performance appraisals, department meetings and increased product knowledge.
- **CONSISTENT DELIVERY OF SERVICE** – Through supervision of team members across all FOH Food & Beverage service areas, with a primary focus on exceptional and consistent delivery of products and service levels.
- **SYSTEMS & PROCEDURES** - Implement and monitor systems and procedures within the FOH Food & Beverage team in all service areas, identifying and applying a disciplined approach to providing training when opportunities present or are required.
- **CUSTOMER LOYALTY** – Ensure training and implementation of early guest recognition, anticipatory service and a consistent service standard is offered to our guests by all FOH Food & Beverage team members.
- **ACCOUNTABILITY, INITIATIVE & FLEXIBILITY** – Display accountability for the FOH Food & Beverage Department, leading by example at all times and having a flexible approach based on the demands of the Food & Beverage Department.
- **OPERATIONS** – Remain responsible for planning, coordinating and supervising the delivery of FOH service in all areas, including dinner, breakfast, functions and room service.
- **EFFECTIVENESS & EFFICIENCY** – Critical to achieving wage efficiency is a hands on approach to floor service with an average of 80% of weekly hours worked on the floor, and approximately 20% of hours dedicated to operational planning and coordination (back of house tasks i.e. rostering, ordering, stocktakes etc.) This is critical for the successful and sustainable operations of the business.



**BUSINESSES GROWTH &
SUSTAINABILITY**

- CONTINUOUS IMPROVEMENT APPROACH – Through a continued focus on maintaining venue presentation, maintenance and upkeep of the property in both Culshaw’s Restaurant and Nandina Function Rooms.
- RESTAURANT SALES – Display a strong focus on increasing restaurant sales, and spend by achieving a consistent standard of service excellence and being actively involved in the marketing and promotion of the venue to ensure positive growth year on year.
- FUNCTION SALES – Contribute toward growth of function sales through achieving a consistent service deliverable and strong collaboration with Function Sales Executive to ensure seamless service and continuous improvement.
- WAGE CONTROL – Maintain labour costs through effective rostering and labour management in line with changing requirements, and display accountability for financial reporting requirements to senior management on a regular basis.
- EXPENSES & QUALITY CONTROL - Maintain standards for ordering of beverages, wastage etc. and other key expense areas such as linen in all service areas, including dinner, breakfast and functions. In conjunction with the Head Chef conduct regular reviews of the Food & Beverage menus to ensure pricing and quality levels are achieved in line with budgeted cost of good targets.

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Hotel Manager
- Accountable for all FOH Food & Beverage resources, inc.
 - Food & Beverage Attendants & Supervisors
- Working closely with on a daily basis:
 - Head Chef and kitchen team
 - Function Sales Executive
- Working as required with:
 - Department heads across Majestic Roof Garden Hotel
 - Sales & Marketing Department
 - Department heads across all Majestic Hotels sites
 - Payroll, Human Resources and Accounts



SKILLS**Required****EXPERIENCE**

- Strong leadership ability with a minimum of two years proven experience in a similar role.

QUALIFICATIONS**KNOWLEDGE**

- Proven experience leading and influencing operations in both restaurant and function environments.
- Train and motivate a team to achieve service excellence.
- Ability to work in a team environment, focus on quality and be very hands on.
- Exceptional time management skills and the ability to work under pressure.
- Displayed and proven accountability towards both customer and employee satisfaction and experience.
- Proven ability to run operations with ownership and accountability.
- Experience in a structured policy driven environment.
- Understanding of beer, wine and spirits, plus Barista experience with a passion for great coffee.
- Sound food knowledge
- Ability to display initiative, specifically with a pro-active approach to sales as well as problem solving.
- Showcase commitment to quality in all service areas, including dinner, breakfast and functions with a passion for the position.
- A shared passion and responsibility towards our group's vision and values.

VALUES

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry.
- Professionalism at all times.
- Commitment to quality customer service standards and values.
- Respect and value of each and every team member across our group.
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level.
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change.
- High level of interpersonal skills.
- An attitude to work within Workplace and Safety Requirements.



VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!



I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date

