

The Ross

JOB DESCRIPTION: Food & Beverage Manager

Job Title: Food & Beverage Manager

Department: Food & Beverage

Reports to: Hotel Manager

Overview:

The Food & Beverage Manager is responsible for overseeing the day-to-day operations of all food and beverage outlets at The Ross Hotel, ensuring a seamless, high-quality dining experience for guests. This role involves managing front-of-house and back-of-house teams, maintaining service standards, controlling costs, and achieving revenue targets. The Food & Beverage Manager will work closely with the Hotel Manager and Executive Chef to uphold the hotel's reputation for exceptional service and innovation in hospitality. A key part of the role is to implement operational strategies that enhance guest satisfaction, team performance, and overall departmental efficiency.

Main Purpose of Job:

- To ensure that the Food & Beverage Departments and room service are run in the correct manner in line with the hotel's policies and procedures.
- To ensure that guests receive friendly and efficient service throughout their stay while in the
- restaurant and bar areas or using room service.
- To promote the Food & Beverage outlets and come up with ideas on how to increase sales.
- To supervise all full time and part-time staff.
- To ensure that there is always a fair work ethic in place and train new staff in food & wine beverage service.

Main Duties:

- Welcoming guests to the food & Bev areas and guests who are checking into the hotel.
- Opening and Closing duties including cashing up and lodgements.
- To assist and know when to assist the relevant departments at peak times and always ensure a high customer care.
- The supervision of all food and beverage services in the restaurant, bar, lobby and room service.
- To ensure that all new staff receive the correct training and know and understand the SOP's.
- Carry out at least one training session per week with all staff.
- To ensure that all staff report on duty, on time, with the correct uniform and good personal hygiene.
- To ensure that staff get sufficient meal breaks.
- To maintain staff morale and create a good healthy working environment.
- To manage any accidents within the food and beverage areas and follow the health and safety SOP.
- To ensure that cleaning duties are completed daily.
- To deal with complaints and questions.

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- To ensure that guests are dealt with in a courteous manner.
- To maintain team briefings before service on a daily basis.
- To ensure that orders are taken correctly and in an efficient manner.
- To ensure that the food and beverage space are set correctly, and that crockery, cutlery and glasses are polished.
- To commit to the sustainability ethos of the hotel and to lead by example.
- Manager staff rosters with the senior management team.
- To monitor food going to all food and beverage areas and ensure that it is of the correct standard.
- To ensure that guests' bills are completed correctly, all charges are posted, and they are passed over to Reception signed.
- To get authorization from senior management before serving complimentary beverages for the purpose of celebrating special occasions or dealing with complaints.
- To report all complaints to senior management and document in relevant system.
- To ensure that all staff are complying with house rules should they be a guest in the hotel whilst not working.
- To always be on time for work and not under the influence of alcohol or drugs while reporting on duty.
- To maintain a professional working relationship with your senior manager and colleagues.
- To always be responsible and act in a mature manner while on duty.
- To behave in a professional manner if attending outings and events that relate to the hotel and portray a professional image of the hotel.
- Ensure compliance with the hotel's recycling and sustainability guidelines as part of daily operations.

Other Duties:

- Attend Health & Safety Meetings and liaise with the Safety Committee.
- Attend Sustainability Meetings and act on any new directive to make the hotel as little impactful as possible.
- Attendance at department heads meetings and food and beverage meetings.
- Attendance at any other meetings as requested by senior management.
- To always be flexible and ensure that the customer is dealt with in an efficient manner.
- Assist senior management where necessary.
- To unpack any deliveries while on duty.
- To have flexibility to be able to check guests in and out with the assistance of the front office manager.
- Any other reasonable duties as directed by management.

Working Hours:

As per the schedule provided, with flexibility to work weekends, evenings, and public holidays as required.

Working Conditions:

This position involves standing, walking, and lifting. The role will require the ability to move quickly and efficiently in a busy environment while maintaining a professional appearance and attitude.

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About The Ross Hotel

The Ross is a cool, design-led, family-owned luxury boutique hotel in the heart of the Killarney town centre, mere footsteps from the incredible Killarney National Park. The Ross is one of the best boutique hotels Ireland has to offer, and it is ingrained in local history and has been part of the Treacy family since 1938. One of the most modern, luxurious and yet historic hotels, offering fantastic Killarney hotel deals all year round, The Ross is home to twenty-nine stylish, cool and comfortable bedrooms, giving guests a wonderful option for their accommodation in Killarney.