

Job Description

Red Dot Manager (Hotel Bar & Lounge)

Position: Red Dot Manager (Hotel Bar & Lounge)	Department: Food & Beverage	Reporting to: Operations Manager
Salary: Circa. £34,000	Contract: Permanent	Hours per week: 5 days out of 7 and a minimum 40 hours per week. (Mainly evening work) As and when required around the needs of the business demands.

Job purpose:

To ensure all guests receive outstanding customer service whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”

Role Competencies:

Planning Timescales:

- Rostering of the of the Hotel Bar/Lounge & Room Service.
- The ability to achieve deadlines.
- Stock control including beverage ordering and budgets.
- To assist the Pitchside Restaurant & Bar Manager on Match Days.

Decision Making:

- Decisions within remit of own role.
- To adhere to all company policy and procedure, health & safety, hygiene, licensing handbook and Hilton brand standards.
- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department.
- To empower your team to be able to handle and resolve all positive and negative guest feedback.

Impact & Influence:

- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest’s expectations.
- To have a positive and caring attitude to guest and colleagues within the department.
- To monitor the competitive set within our local market and report back to your line manager any key observations.

Skill Level:

- High level of knowledge of food & beverage.
- The ability to meet financial budgets.
- Understanding of Hilton (or similar brand) guest feedback platforms.
- To have been part of a leadership team of a Hotel department.

Communication:

- To actively work with others within the department and other business areas.

- To actively resolve any customer queries or issues through the Hiltons SALT platform within the required deadlines.
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training.
- To ensure Handovers are communicated within the required timeframe.

Budget Management:

- Maximise revenue opportunities and achieve budget.
- Process all payments in line with company policies.
- To ensure all purchasing and procurement guidelines are followed and adhered to.
- Keep beverage stock control within the budgeted COS.

Lead & Develop:

- Complete all brand and statutory training.
- Attend personal reviews and identify own training & development needs.
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- Cross train within each department within the F&B Department and MPW.

Operating Parameters:

- To follow and execute any reasonable request from your line manager.
- To ensure you work in unison with all other F&B Managers to deliver the departmental objectives.
- To follow all hotel and group policies and procedures inclusive of the staff handbook.
- To ensure the department is maintained and cleaned daily in line with cleaning procedures.
- To ensure Rota Horizon is reviewed daily and maintained to the required standards.
- To act as a Fire Marshall as required around the needs of the business.
- To implement all brand standards daily.
- Implement a robust sickness and absence policy and follow up.
- To process payments using the POS system, for transactions of credit card, room charges.

Essential & Desirable Job Criteria:

Essential

- Minimum 1 years' experience at Manager level or above of a Hotel Bar, Restaurant or Events Department.
- High knowledge of hotel and or events industry.
- Previous experience with Rota Horizon or similar rota/payroll platform.
- Previous experience with symphony or other POS platforms.
- Previous experience of beverage controls/ordering.
- Excellent attention to detail.
- Excellent communication skill written and verbal.
- Outstanding customer service skills.
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness.
- High levels of personal integrity.
- Ability to work as part of a team.
- Basic IT Skills including Excel and Outlook.
- Ability to work to specific deadlines.
- Strong problem-solving skills.

- Ability to manage change in process and policy.
- Highest level of personal grooming.

Desirable

- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

This job involves long periods of standing and walking and will also include the carrying of heavy items from time to time, moving of equipment and furniture.

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level