



BEACHFRONT

HOTEL HOKITIKA

POSITION DESCRIPTION

Job Title:	Food and Beverage Supervisor (Duty Manager)
Reporting to:	Food and Beverage Manager
Department:	▪ Food and Beverage
Location:	Beachfront Hotel Hokitika, 111 Revell Street 7810 Hokitika
Position Summary:	<p>a) This position exists to assist the F&B Manager in the operation of the Restaurant, Pokies, and Bar through efficient and effective management of the day-to-day operation of the outlets. This includes management of staff and facilities, Duty Managers procedures / NZ Liquor law act. Other operational duties as directed by F&B Manager and or the Hotel General Manager.</p> <p>b) To assist the F&B Department to achieve common goals and objectives through appropriate active interaction and involvement with the Front Office, Housekeeping, Functions, Kitchen, and Bottle Store.</p>

Role and Responsibilities

To manage the staff of the restaurant to ensure optimized productivity and service standards while maintaining and improving staff skills. This includes but is not limited to:

- allocating duties to staff to ensure that all operational requirements of the Restaurant are met during any period of service;
- carrying out pre-service briefings to ensure all staff are aware of issues specific to the day including bookings, specials or menu changes, allocation of specific tasks;
- ensuring all staff has the equipment and uniform required and are presented as required by the Hotel presentation standards.
- identifying training needs for each staff member and carrying out on-job training;
- carrying out first-line disciplinary actions as may be required from time to time and liaising with the F&B Manager in the ongoing management of all disciplinary events.
- carrying out performance appraisal of staff directly reporting to the position in consultation with the F&B Manager
- proactively praising and rewarding staff for exceptional performance.
- Assisting the F&B Manager in the recruitment of waitstaff.

To provide courteous, professional, and timely table and room service to guests through the direction of Restaurant staff and in cooperation with the Rooms and Kitchen teams. This includes but is not limited to:

- receiving and seating guests in a courteous and timely manner;
- advising guests of all options including buffet and a la carte, any specials or deleted dishes;
- taking and filling guest orders in a timely and accurate manner;
- serving guest's meals and drinks to the table or room in the Hotel's prescribed manner;
- preparing hot and cold beverages for guests in accordance with the Hotel's directions for the

preparation of these beverages.

- periodically checking with the guest to ensure their satisfaction;
- periodically carrying out floor checks for room service trays.
- accurately preparing and processing all guest meal dockets in a timely manner;
- accurately processing room accounts, cash, credit card, voucher, and cheque payments following Hotel procedures and accounting for all takings and transactions for the duration of the shift.

To carry out back-of-house functions through the direction of Restaurant staff and in cooperation with F&B and Kitchen teams. This includes but is not limited to:

- preparing cutlery and crockery for service and washing;
- preparing linen for service and advising stock as required;
- maintaining pantry area including toaster, Kona, and fridges in a hygienic and tidy condition.
- maintaining the dispense bar in a hygienic and tidy condition including assistance in maintaining stock levels.

To maintain the security of the Hotel by following and suggesting appropriate changes or updates to:

- Hotel procedures for the handling of cash.
- Duty Manager's procedures by law.
- Hotel procedures for fire and emergency evacuation;
- Hotel procedures in the event of theft or armed hold-up.

To proactively sell products and services of the Restaurant and the Hotel and to assist in all promotions and special events as may be required.

To respond appropriately in a timely manner to all telephone calls to the Restaurant & Bar

To identify and/or undertake any training that may be required by the Hotel to maintain or improve the effectiveness or efficiency of the position, to meet regulatory requirements, to enhance the Hotel's overall operation, or to improve the individual's personal skills, abilities, and attributes.

To maintain personal presentation to the Hotel's standards as set out in the Hotel Employee Handbook and/or as directed by the F&B Manager from time to time.

To carry out other reasonable duties as requested from time to time by the F&B Manager or Hotel General Manager.

I fully understand and agree with the above Position Description and confirm that it forms an integral part of my employment agreement.

Name:

Signed by Employee:

Date: ___/___/___