

Bangalay

SHOALHAVEN HEADS

ROLE PROFILE

Job Title:	Food & Beverage Manager – Event Specialist	Position Type	Full Time
Reports To:	Head Chef – Food & Beverage Manager	Direct Reports:	Food and Beverage Supervisors and Wait Staff
Location:	Shoalhaven - Australia	Industry:	Accommodation and Hospitality

About us

Bangalay Luxury Villa is nestled under a canopy of palms and a magnificent towering blackbutt tree at Shoalhaven Heads, and comprises of 16 private luxury villas, a restaurant and conference facilities. Our people have a passion for delivering exceptional customer service and experiences. They are skilled, cross-trained and motivated to achieve positive outcomes at every opportunity - they go the *extra mile*.

Values

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| <ul style="list-style-type: none"> • Communication with our Employees and Guests | <ul style="list-style-type: none"> • Fairness • Innovation | <ul style="list-style-type: none"> • Utilising cooking methods which celebrate our locality | <ul style="list-style-type: none"> • Passion for your trade • Lifelong Learning |
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Position Purpose

Reporting to the Head Chef – Food & Beverage Manager you are enthusiastic, committed with exceptional communication skills, you have a passion for food & beverage and customer service. Your prime role is to ensure the guests have an amazing service experience when dining at Bangalay by ensuring the smooth operation of the restaurant, bar, in-room dining, weddings and corporate events. On a day to day basis you will manage event bookings, supervise and train members of the food and beverage team and ensure rosters are aligned with financial budgets. Naturally, as a member of the Bangalay Team you will engage in safe work practises, be customer focussed and strive to exceed our guest expectations.

Accountability	Descriptor	Measure
Food & Beverage Service	<ul style="list-style-type: none"> • Coordinate the daily Front of the House and Back of the House restaurant operations, bar, in room dining and mini bar • Manage online bookings and email correspondence with guests and suppliers • Managing point of Sale, stock and inventory ensuring stocktakes are completed on a timely basis • Control operational costs and identify measures to cut waste • Preparation of rosters in line with budgets • Ensure that customers are served in a professional and diligent manner 	<ul style="list-style-type: none"> • Customer bookings correct 100% of time • Customer feedback • Dining/Bar area are always clean, stocked & presentable • Staff are trained, presentable & groomed appropriately • Accuracy of stocktakes/minimal

	<ul style="list-style-type: none"> • Ensure the work area complies with the highest standards of cleanliness and regular sanitising of tables, service areas and bathrooms • Promote the brand in the local community through word-of-mouth and restaurant events • Promote Bangalay's services and facilities and that of the local area to guests when appropriate • Manage customer queries/complaints in a timely and proactive manner, showing empathy and escalating when required 	<p>discrepancies</p> <ul style="list-style-type: none"> • SOP's adhered to • Guest complaints are managed proactively • Customer feedback
Events Management	<ul style="list-style-type: none"> • Coordinating and executing events including product launches, media events, weddings • Managing operational and administrative functions to ensure specific events are delivered efficiently • Prepare event orders and communicate details of upcoming events with the relevant teams within the business • Produce clear and concise event orders, client accounts and floor plans • Creating, maintaining and nurturing client relationships 	<ul style="list-style-type: none"> • Event reservations are accurate 100% of time • Customer feedback • Increased revenue • All departments are fully informed on event details • Guest complaints are managed proactively
People & Culture	<ul style="list-style-type: none"> • Maintain up to date knowledge on all services and operating systems • Maintain current RSA accreditation • Provide leadership, motivation, direction and support to your team • At all times, take accountability for your role – expectations, goal setting, workload commitments, seeking and providing feedback and development, sharing your knowledge • Role model the desired behaviours, inspire others toward high performance and engagement • Actively contribute to performance feedback and development conversations • Share positive customer experiences with the team • Actively contribute to team meetings 	<ul style="list-style-type: none"> • Staff policies adhered to • Contributes through team meetings • Meets work commitments • No outstanding staff performance issues • Demonstrates adherence to a safety culture through safe work practices