



SHOALHAVEN HEADS

ROLE PROFILE

Job Title:	Head Chef - Food & Beverage Manager	Position Type	Full Time
Reports To:	General Manager	Direct Reports:	Chefs, Restaurant Supervisor
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 guest 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">• Great communications 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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As the Head Chef-Food & Beverage Manager, your role is to oversee the smooth and efficient operation of the kitchen, restaurant, in-room dining, bar and mini bar departments to actively manage and drive operational and service excellence and maximise revenue. You constantly strive to create menus that provide memorable food and dining experiences for our guests whether they be local, in-house or attending a wedding or corporate event. Working in collaboration with the Guest Services Manager and Hotel Operations Manager you will implement an effective means of communication to ensure guests needs are met and there are no surprises. On a day to day basis you will oversee the kitchen and in-room dining to ensure a high quality of food using local products. Naturally, as a leader in the business you are committed to maintaining excellent internal and external relationships and delivering exceptional guest service.

Accountability	Descriptor	Measure
Operational Excellence	<p>Kitchen</p> <ul style="list-style-type: none"> · Design and cost menus for the restaurant, in-room dining, weddings and special events · Overseeing the preparation and service of food for the restaurant, in-room dining, corporate events, weddings and picnic hampers · Purchasing of food and ensuring proper hygienic storage methods are utilised to prevent food loss · Track, record, and maintain inventory stock including foods, beverages, and kitchen supplies · Achieve an average food cost of 30% KPI (food takings) · Comply with HACCAP practices and food safety legislation · Oversee supervision and training of kitchen staff · Ensure wastage is minimised by careful supervision of food preparation methods <p>Food & Beverage</p> <ul style="list-style-type: none"> · Responsible for establishing and maintaining high standards of professional service at all times in the restaurant and bar areas and overseeing the day-to-day operation, including cleanliness of the restaurants and coffee bar within the resort · Liaising with Guest Services/Restaurant Supervisor to ensure all staff are fully briefed before every shift, checking daily menu's, VIP guests, dietary needs and ensure staff appearance is in line with company dress code · Oversee guest minibars, ensuring these remained stocked and fresh <p>General</p> <ul style="list-style-type: none"> · Ensure effective levels of communication between food and beverage, housekeeping and the administration team through daily briefings, event orders etc · Maintain knowledge of trends, systems, practices, and equipment in food and beverage through trade literature, hotel show, and site visits · Ensure COVID safe plan is adhered to 	<ul style="list-style-type: none"> · Operational budgets maintained · F& B revenue to cost · Customer orders correct 100% of time · Food presentation & service standards are met · Minimum wastage · Kitchen area is always kept clean & presentable · Increase in purchase of add-ons eg mini bar/picnic hampers · Guest feedback
Finance & Administration	<ul style="list-style-type: none"> · Responsible for the profitability of the Food and Beverage department · Monitor/manage the financial performance of the department (including costs) on a monthly basis and agree corrective actions if appropriate · Preparation of rosters, managing staffing budgets and meeting budget targets · Reviewing the department's payroll on a monthly basis as per the rosters and reporting any deviations to the General Manager · Provide weekly reports to the general Manager, highlighting key milestones and key issues 	<ul style="list-style-type: none"> · Quality & accuracy of data – 1st time correct · Monthly wage costs in line with budget & on time · Rosters in line with service requirements · F&B revenue to budget

Service Excellence	<ul style="list-style-type: none"> · Review current systems and identify improvements including creating/reviewing standard operating procedures and effective methods of communication · Ensure SOP implementation in all departments within area of responsibility · Manage key external relationships (Supplier/clients) · Identify opportunities to drive efficiencies, increase utilisation, reduce costs and increase productivity · Manage guest queries/complaints in a timely and proactive manner, showing empathy and share learnings with staff · Ensure staff are working safely and following WHS procedures 	<ul style="list-style-type: none"> · Productivity gains · Process efficiency improvements · SOP's in place & adhered to · Guest issues are dealt with timely and proactively · No significant injuries
People & Culture	<ul style="list-style-type: none"> · At all times, take accountability for your role – expectations, goal setting, workload commitments, seeking and providing feedback and development, sharing your knowledge with others · Ensure team members are clear on their role, expectations and accountable for their performance · Provide support and guidance to direct reports, ensuring escalated issues are addressed in a consultative and timely manner. · Key people risks are known, identified and mitigation plan in place · To be fully conversant with the Resort's emergency procedures. · Role model the desired behaviours, inspire others toward high performance and engagement · Actively contribute in team meetings · Take action to practise healthy and safe work practices throughout the business 	<ul style="list-style-type: none"> · HR compliance met (policies, and WHS) · No outstanding people issues · Mentoring of staff · 1:1 meetings with direct reports