

JOB DESCRIPTION

FOOD AND BEVERAGE OUTLETS ASSISTANT MANAGER

REPORTS TO: Outlets Manager

RESPONSIBILITIES:

- Oversee Food and Beverage Outlets Operations at the Westin Wall Centre Vancouver Airport including The Apron, In Room Dining, and Club Lounge.
- Enforce departmental policy and procedure.
- Participate in ongoing training of associates to ensure that performance continues to improve
- Liaise the Executive Chef to ensure that service standards and quality are executed in an efficient and mutually acceptable manner.
- Enforce and execute disciplinary measures as well as manage inter – and intra - departmental associate relationships.
- Circulate on the floor continually checking the servers to ensure that everything is to the guest's satisfaction
- Supervise set up and maintenance of the restaurant, bar, patio, and lobby seating
- Assist with guest satisfaction, ensuring that GEI scores surpass the North American Westin Average.
- Assist with the care and upkeep of Food and Beverage space and equipment, regular repair lists, and special cleaning projects.
- Ensure all Associates' job satisfaction expectations are met.
- Give daily support and guidance to fellow team members as well as monitor job performance and assist with annual reviews.
- Create incentives to increase guest service, F&B revenue and Associate job satisfaction levels.
- Control labour and operational costs.
- Respond to guest/client complaints, answer questions, thank the guests and invite them back
- Proactively plan and problem solve for any upcoming departmental challenges and provide the support to ensure success. (ie. large VIP groups in house, high volume business levels and anticipating any potential operational shortcomings).
- Be on-site and actively engaged on the Hotel Floor during busy days and times (i.e. open, meal function, close).
- Must be available on weekends, evenings, holidays and overnight shifts. Position must also be available for emergency calls.
- Take shifts serving in the restaurant, room service and club lounge as needed.

QUALIFICATIONS:

- Minimum 4 years Food and Beverage experience. 2 years must be in a hotel environment.
- Must be willing to work all evening, weekend and late nights' shifts.
- Previous food and beverage leadership experience in a high volume establishment. Experience in Banqueting, Kitchens/Cooking, Stewarding, Room Service, Club Lounge and Outlets an asset.

- Must have working knowledge of Microsoft Office programs as well as ISAC catering system and Squirrel/Micros.
- Must possess pro-active guest service skills, strong leadership skills, a professional presentation and excellent communication and interpersonal skills.
- Must have Serving it Right certification.
- Friendly, enthusiastic, and have a sales-oriented personality.
- Work well under pressure and as part of a professional team.
- Must be fluent in English, a second language is an asset.
- Must be able to stand and exert well-paced mobility for up to 12 hours in length and be able to lift up to 50 lbs. on a regular and continuing basis.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis
- Requires manual dexterity to use and operate all necessary equipment.
- A good physical condition, as this position requires constant walking, standing, bending and lifting.
- Must remain flexible in all duties and scheduling.
- Valid driver's license.

Initials: