

## Assistant Food & Beverage Outlet Manager at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

### What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

### What you will be doing:

Reporting to the Outlets Manager, responsibilities and essential job functions include but are not limited to the following:

Consistently offer professional, friendly and engaging service

Follow departmental policies, procedures and service standards

Recruit, train, manage, mentor, lead and develop your supervisors and colleagues

Effective performance management through focus on colleague development training, problem resolution, maintain up-to-date records on performance and audits, attendance, grooming, service deficiencies, schedules, labour costs/payroll, and late/absenteeism

Working closely with Food and Beverage Trainer/Recruiter to ensure all Standards manuals are present and up-to-date, job task checklist are completed, and all the Standard Operating procedures are taught and followed

Supervise and support employees while ensuring service standards are maintained

Maintain a first class and positive visual impact including; ambiance, cleanliness, orderliness, décor and service flows

Exhibits an entrepreneurial attitude towards the restaurant's operation

Constantly seek out creative ways to improve departmental profit by increased capture of covers, average check growth through up selling, and performance management and being able to take risks

Responsible for scheduling and daily payroll reporting

Ensure constant focus on the venue's goal

Assist to ensure the venue is managing within set budget guidelines

Ensure cleanliness and safety of the venue

Act as a liaison between venue staff and other departments

Ensure department holds regular communication meetings

Perform line duties as required

Working in a very fast pace environment

Actively participate in ongoing learning opportunities and enhancing your skills, abilities and professionalism for personal growth.

Adhere to the hotel's vehicle handling and safety policies while driving hotel and guest

vehicles

Follow all safety and sanitation policies

Other duties as assigned

**Your experience and skills include:**

Minimum 3 years' experience as a Leader in a fast paced high end restaurant required

Excellent beverage and wine knowledge is required

Previous point of sale system experience required

Experience with Unionized environment an asset

Computer literate in Microsoft Window applications required

University/College degree in a related discipline preferred

Excellent communication and organizational skills

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

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