

## Assistant Outlets Manager at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

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.

### Responsibilities

Lead, train and inspire the outlets team towards service excellence.

Plan and coordinate with other leaders to ensure smooth operations and improve guest experience across all outlets as per the Fairmont standards.

Allocate tasks, supervise and oversee all activities within the different outlets.

Consistently seek out creative ways to improve departmental profit by increased capture of covers, average check growth through up selling, and performance management.

Engage the team in new methods to improve processes and enhance guest experience.

Follow outlets policies, procedures and service standards

### Qualifications

2-3 years' experience as a leader preferably in a fast paced premium property

Excellent knowledge in Food & Beverage including bar operations.

Computer literacy an added advantage and previous use and mastery of point of sale system required

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

Service focused personality with strong interpersonal and problem solving abilities

Ability to work well under pressure in a fast paced environment

Ability to work cohesively and collaboratively as part of a team

### **Additional Information**

#### **What's in it for you:**

You will enroll in the workplace pension scheme

Private medical insurance as per Hotel offering

Be part of creating the historic story of rehabilitating and releasing the rare Mountain Bongo that was heading toward extinction.

Working with a hotel rich in history and known for exemplary services while growing your career

Employee Benefits Card offering discounted rates in Accor Worldwide

Learning programs through our Academies

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

Ability to make a difference through our Corporate Social Responsibility Activities, like Planet 21

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