

## Food & Beverage Supervisor 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

Supervise the F&B Outlet team in all aspects of the department and ensure service standards are followed

Maximize revenues by upselling and following budget guidelines

Handle guest concerns, reacting quickly and professionally

Balance operational and Colleague needs

Have full knowledge of all menus and promotions

Ensure Colleagues have full knowledge of all menu items, garnishes, contents and preparation methods being served in the Food & Beverage Outlet

Follow outlet policies, procedures and service standards

Follow all safety and sanitation policies when handling food and beverage

Other duties as assigned

**Your experience and skills include:**

Previous Food and Beverage leadership experience preferred

Previous Point of Sale system experience required

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

A second foreign language is a plus

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