

F&B service leader 餐厅主管

Job Description:

Ensure efficient delivery of service to the guest according to pre-determined standards and specification. This role provides operational support to the outlet manager and coordinates all service delivery details with the outlet manager.

The incumbent will be adequately empowered to make decisions in various situations relating to guest complaints, staff issues and other coordinating department issues. Responsible for ensuring that food and beverage sales are properly processed through the electronic register and that all dockets and cash are accounted for in accordance with hotel Policy and Procedures and to provide service to guests as and when directed by the Restaurant Managers.

Leading the associates to provide excellent service to the guests and achieve department goals and objectives.

Qualifications Required:

- Work experience in a similar position in another 5 Star Hotel
- Good leadership skills / good training conducting skills /Strong organization skills
- Open minded and out going personality
- Positive attitude
- Can communicate in English
- Familiar with Computer operation

工作职责

确保根据标准及规则给客人提供高效率的服务。主要职责将餐厅的运作情况及服务细节报告于餐厅经理。

有权在特定的场合对客人的投诉、员工放权及与其它部门的沟通作出相应处理决定。确保所有客人消费都正确无误的输入电子计算系统。另确保所有票据及现金都按照酒店的正确步骤完成。同时依照餐厅经理的指示对客人提供高质量的服务。带领小组成员出色完成上级交代任务，确保员工给客人提供优质的服务并达到部门目标。

能力要求:

- 相同 5 星酒店工作经验
- 良好的领导能力、培训技能及组织能力
- 性格开朗
- 态度积极
- 能用英文沟通
- 熟练操作电脑