



TITLE : **Bar & Beverage Manager**
DEPARTMENT : **Food & Beverage**
REPORTS TO : **Food & Beverage Manager**

JOB SCOPE:

- Planning and organizing beverage systems such as storage and display options, directing and supervising employees working with beverages, and evaluating the overall effectiveness of the system (drink selections, pricing, and customer response). Responsible for hiring and training existing/new beverage staff members, and overseeing the ordering and inventory control of beverages. Conceptualizing the beverage menu/recipes and service

General Responsibilities:

- Train all associate in order to achieve the service standards in the beverage service
- Actively conduct monthly department meetings
- Demonstrate pride in the workplace with a high level of commitment towards achieving organizational objectives
- Maintain a high level of employee morale through ongoing pieces of training and employee activities
- Aware of the national history, our city, places of interest, shopping areas

Specific Responsibilities:

- Create luxury for all the senses by preparing beverage recipes and serving style/sequence in the bar in accordance with company standards
- Maintain par levels of stocked beverages at all times
- Display beverage selections in an attractive manner and
- Maintain cleanliness of bar area at all times as per FSMS standards
- Demonstrate a thorough knowledge of beverage recipes and mixing procedures
- Maintain knowledge of beverages and wines
- Create, maintain and update all beverage and wine lists
- Understand and follow the laws and guidelines for beverage service
- Create wine and beverage upselling programs for the resort on a monthly/quarterly basis
- Prepares the monthly beverage order for all Outlets and Banqueting operations
- Create a rapport with various vendors for the best selection, rates, and sponsorships



- Take appropriate action to resolve guest complaints, Communicates to his/her superior any difficulties, guest comments and other relevant information
- Delivers prepared training sessions in line with a departmental monthly calendar
- Requisite bar items according to the daily operational requirements
- Train Sommeliers, Bartenders, Bar attendants & Waiting staff on beverage knowledge and service
- Report engineering maintenance deficiencies that require immediate attention and follows up on their status
- Responsible to maintain beverage inventory and stock control of the entire resort
- Effectively manage the bars by ensuring the following:
 - Oversee the implementation of standards as detailed in the departmental standards and procedures manual
 - Adhere to opening and closing procedures
 - Conduct effective shift briefings ensuring all staff is aware of VIPs, special occasions, daily specials; emphasis on upselling certain products; etc.
 - Personally, meet guests and report guest comments and feedback
 - Encourage and motivate staff to provide optimum service during all shifts
 - Be part of department cost control initiatives
 - Adhere to department training calendar and ensure individual training identification needs are reported timely
 - Make sure the bar is maintained to the highest standards
- Share recommendations and guest comments to Chef and Food and Beverage Manager to reflect the current guest profile
- Creates KRA's of team members and conduct employee appraisals on a timely basis
- Design promotional material and calendar which is aimed at increasing revenue, covers and profit for the Bar with the approval of the Food and Beverage Manager
- Actively pursue cost-saving measures to maintain beverage cost on a monthly basis
- Create a spillage/spoilage report and submit to the Assistant Food & Beverage Manager at the conclusion of each shift
- Responsible for achieving a score of 90% in RENARD audit for Bar & Beverage operations and take necessary action for the shortcomings for standard compliance
- Responsible for maintenance and cleanliness of the Wine and Beverage trolley
- Perform any other duties as assigned by the Assistant Food & Beverage Manager

JOB SPECIFICATION

Knowledge & Skills	Disposition /Personality
Hotel Management Degree/Diploma with at least 8 years of experience in a renowned 5-Star hotel	Willing and able to work in different shifts and extra hours on occasions to complete tasks
Great Interpersonal skills	Presentable & Pleasant, Outstanding performer good eye for details
Should be a good motivator, cost-conscious, knowledge of Resort product and processes	Able to work independently
Able to converse, read and write English & Knowledge of a local language	Able to take ownership and initiative
Ability to perform effectively when there are significant pressure peaks	Displays initiative Commitment to professional values and integrity
Should be well versed with latest service techniques and trends of Hospitality	Self-motivated, positive attitude, helpful and anticipate guest needs