

JOB DESCRIPTION

TITLE : Bar and Beverage Manager
DEPARTMENT : Food & Beverage
REPORTSTO : Food & Beverage Manager

General Responsibilities:

- Oversees the Pool Bar operations, ensures the beverage service of Outlets and IRD is following the departmental BRISOP.
- Provides feedback and coaching to the associates regularly.
- Train all associates on the bar menu knowledge, bar sequence of service and BRISOP to achieve the highest service standards in beverage operations.
- Actively conduct monthly department meetings with team members, share the MOM with the F&B Manager and action the points discussed.
- Follows immaculate grooming standards in line with the resort's grooming policy.
- Promote the brand in the local community and maintains excellent relations with the local corporates.
- Is aware of the financial budget of the bar and beverage operations and creates strategies with the F&B Manager to achieve the same.
- Should be well versed of the departmental BRISOP (*Brand Rosetta Integrated Standard Operating Protocols*)

Specific Responsibilities:

- Effectively manage the bars by ensuring the following:
 - ✓ Oversee the implementation and delivery of the highest beverage service standards as detailed in the departmental BRISOP.
 - ✓ Adhere to the bar 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.
 - ✓ Meets and interacts with the guests daily, report guest's positive and constructive feedback with the F&B Manager and the Executive Sous Chef.
 - ✓ Effectively plan the departmental roster based on the resort's occupancy providing optimum service during all shifts.
 - ✓ Delivers technical, soft skills and behavioral-based training in line with a departmental monthly training calendar.
- Conceptualizing the beverage program of the resort, create a beverage menu/recipe and develop service strategies.
- Establish par levels for supplies, liquor, beer, wine, and equipment. Complete requisitions to replenish beverage stocks or additional items needed for the anticipated business.
- Create luxury for all the senses by innovating beverage recipes and serving style/sequence in the bar following the departmental BRISOP.
- Set and maintain the par levels of stocked beverages in the Pool Bar and the F&B Outlets.
- Ensures the bartenders are maintaining the cleanliness standards of the bar area at all times as per FSMS (Food Safety Management System) standards.
- Create, maintain and update all beverage and wine lists in coordination with the F&B Manager.
- 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 rapport with various vendors for the best selection, rates, and sponsorships.
- Acknowledges all bar requisitions carefully according to the daily operational requirements.
- Train sommeliers, bartenders, bar attendants & waiting staff on beverage knowledge and service.
- Report department's maintenance deficiencies that require immediate attention to the Engineering department and follow up on their status.
- Responsible to maintain beverage inventory and stock control of the entire resort.
- Creates KRA's for associates, manage employee performance through a half-yearly/yearly appraisal system and provides them with feedback to improve performance.
- Design a promotional calendar for Bar operations aimed at increasing revenue, covers, and profit for the approval of the Food and Beverage Manager.
- Ensures the spillage/spoilage report is submitted to the F&B Manager after each shift.
- Possesses good product knowledge including types of rooms, resorts facilities, restaurant operational hours, special functions and events held at the resort.
- Responsible for achieving a score of 90% in Guest Satisfaction Index audit for the bar and beverage operations and follows the plan of action on the shortcomings shared by the management.
- Perform any other duties as assigned by the Assistant Food & Beverage Manager.

JOB SPECIFICATION

<u>Knowledge & Skills</u>	<u>Disposition /Personality</u>
Minimum experience of 8 years in Bar operations with at least a year as Bar Manager	Pleasant, determined and enthusiastic
Great Interpersonal skills	Team Player with a good eye for detail
Excellent communication & sales skills	Able to work independently
Guest and result oriented, cost-conscious with excellent product knowledge	Takes ownership, initiative and able to work independently
Able to communicate with the guests and anticipates their needs	Displays commitment to professional values and integrity
Should be well versed with latest service techniques and trends of Hospitality	Self-motivated, positive attitude and anticipate guest needs
Should possess excellent training skills	Able to perform effectively when there are significant pressure peaks

We expect all our associates to work in harmony and cohesion with other departments as well as colleagues from other group companies.

The organization shall reserve the right to depute your services between departments and between group companies. The Human Resource's team shall at all points be sensitive towards your aspirations and endeavor to manage your skills and aptitude in accordance to them.

Name	
Signature	
Position	
Date	

Signature

I have read/reviewed and have asked any questions necessary to understand the contents.
