

MISSIONS OF HOPE INTERNATIONAL JOB DESCRIPTION

Position: Food & Beverages Officer
Reports to: Business Operations Officer
Supervises: Waiters/Waitress
Department: Sustainability Programs

Overall Job Purpose:

The Food and Beverages Officer oversees all aspects of the guest house's food and beverage operations, including restaurants, room service, and catering. This role provides the required quality standards of meals within the specified times, maintaining a positive dining experience for guests.

Duties and Responsibilities:

1. Manage the daily operations of the guest house's restaurants, and lounges, ensuring efficient service and high-quality food and beverages preparations and delivery.
2. Develop menus, pricing strategies, and promotional offers to attract guests and maximize revenue.
3. Monitor inventory levels, order supplies, and manage food and beverage costs to achieve budgetary targets.
4. Train, and supervise restaurant staff, including servers and other kitchen personnel.
5. Schedule staff shifts and assignments to ensure adequate coverage and efficient operations.
6. Provide ongoing training and coaching to staff to maintain high standards of service and professionalism.
7. Conduct regular performance evaluations and provide valuable feedback to staff for productivity improvement.
8. Foster a culture of exceptional guest service and satisfaction, ensuring that guest feedback is promptly addressed and resolved.
9. Monitor dining experiences and guest interactions to identify areas for improvement and implement corrective actions as needed.
10. Implement quality assurance measures to maintain consistency in food and beverage offerings and service standards.
11. Coordinate and oversee catering services for events, meetings, and special occasions held at the guest house.
12. Work closely with event planners and clients to customize menus, plan logistics, and ensure successful execution of events.
13. Ensure that catering operations meet quality and service standards, and that guest expectations are exceeded.
14. Develop and manage the food and beverage budget, including revenue forecasts, expense controls, and profit optimization strategies.
15. Analyze financial reports and performance metrics to track revenue, expenses, and profitability.
16. Implement cost-saving initiatives and revenue-generating strategies to achieve financial goals.
17. Ensure compliance with health and safety regulations, food safety standards, and sanitation guidelines.
18. Conduct regular inspections of food preparation and service and storage areas to maintain cleanliness, sterilization and hygiene.
19. Train staff on proper food handling procedures and ensure adherence to safety protocols.
20. Collaborate with the marketing team to develop and implement promotional strategies to drive restaurant sales.
21. Utilize social media, email marketing, and other channels to promote special events, menu offerings, and promotions.

22. Perform any other duties as assigned from time to time by the supervisor.

Qualifications and Skills:

- Degree or Diploma in Hospitality Management, Culinary Arts or related course from a recognized institution.
- Proven experience as a chef in a hotel or upscale restaurant environment.
- Must be a person of unquestionable integrity and strongly upholds Christian values.
- Solid understanding of food and beverage operations, including menu development, cost control, and inventory management.
- Knowledge of health and safety regulations, food safety standards, and sanitation practices.
- Creativity and innovation in menu development, event planning, and promotional strategies.
- Strong leadership and team management skills, with the ability to motivate and inspire staff to deliver exceptional service.
- Excellent communication, record management and interpersonal skills, with the ability to build relationships with guests, staff, and other stakeholders at all levels.
- Must have a certificate of good conduct.