

# STAGE DESIGNER

## JOB DESCRIPTION – FOOD & BEVERAGE MANAGER

### GENERAL

As a food & beverage manager a.k.a. The Stage Designer you are a role model for the food & beverage team, sharing your expertise and continually inspiring the team members. It is your aim to increase guest satisfaction, and the completion of all restaurant and bar tasks and responsibilities of the team.

You are familiar with the concept and communication style of Jaz in the City, and respond in a professional and courteous manner to guests.

The Stage Designer will be managed by, and have final reporting to, the general manager a.k.a. The Band Leader.

### JOB DUTIES

- **Build an efficient team by selecting the candidates that have fitting qualifications, skills and attributes;**
- **Evaluate job performance of all food & beverage team members and supervisors and conduct periodic interviews;**
- **Manage and oversee the sick and/or holiday leave of employees;**
- **Establish, monitor, manage and review the yearly budget (by reading monthly P&L statements) of the food & beverage department, taking actions where necessary;**
- **Overseeing the onboarding process and trainings of food & beverage employees;**
  
- **Review and complete the daily administration/reports;**
- **Monitor, manage and review the operational activities of the Restaurant / Bar / Banqueting Rooms;**
- **Monitor the team's performance, promoting achievements and identifying areas for improvement;**
- **Train, and coach the food and beverage team to ensure a quality operation, resolving issues/problems when necessary;**
- **Hold pre-shift briefings and assure that specials for the day are understood (for example events, VIP's, groups, reservations and special menus) by the team;**
- **Scheduling of team members, as per forecasted needs;**
- **Analyze and act-upon labor needs as shift progresses;**
  
- **Overseeing mis en place, ensuring tables are set for guests;**
- **Overseeing of banqueting rooms, according to the client's wishes and banqueting sheets;**
- **Reviewing inventory and ordering supplies at the storekeeper where necessary;**
- **Greeting of guests, visitors, clients in an informal but professional manner;**
- **Taking orders, explaining menu items, requesting any dietary requirement or special wishes and advising the guests on drink and menu choices;**
- **Use of selling techniques to up- and cross sell menu items;**
- **Preparing of drink orders where necessary;**
- **Communicating orders and special wishes/requirements with the kitchen;**
- **Walking orders between the bar/kitchen and guests;**
- **Clearing and resetting of tables;**
- **Handling of cash payments, card payments and other financial transactions with the help of cashiering system;**

- Resolve customer issues, complaints, and incidents in an efficient manner to maintain a high level of customer satisfaction;
- Handing over of crucial information to colleagues, and ensuring that checklists are completed.

## OTHER RESPONSIBILITIES

- Maintain secure, clean, organized, and prepared service areas, also according to the latest HACCP standards, signaling defects where applicable;
- Be the contact person for complex questions and/or issues, that cannot be answered by the team members;
- In liaison with Booking Office, ensuring a tailor-made range of products (determining menu, beverage assortment, activities, consulting suppliers) for groups / events;
- Supervise and inspire all food & beverage team members;
- Develop strong communication and reporting procedures to guide service implementation, making improvements or changes where required/necessary;
- Keeping yourself up to date with the latest innovations and trends from the industry;
- Reviewing and setting procedures for effective operation;
- Build strong relationships and liaise with all other departments;
- Be prepared to back up all positions during peak times in Restaurant / Bar / Banqueting Rooms;
- Be prepared to take on a Duty Management shift in absence of the dedicated Duty Managers;
- Maintain a secure, clean, organized, and prepared Restaurant, Bar and/or Banqueting Rooms;
- Report and follow-up maintenance issues to and with the hotel engineers;
- Ensure safety of colleagues and guests by following safety and security procedures, reporting suspicious activity to security, manager on duty, supervisor, and/or management team;
- Perform other duties as assigned, requested or deemed necessary by management.

## SKILLS AND ATTRIBUTES

The Stage Designer has a positive attitude, and is always looking to provide the guest with an extraordinary experience. He or she has experience in motivating and leading a winning team. Besides, The Stage Designer sets an example for all food & beverage team members and supervisors. He or she gives space for team members to make mistakes, and comes with initiatives to make things better.

The Stage Designer will exercise excellent judgement and decision-making skills. He or she is confident in making decisions, and when to seek further clarification on decisions.

He or she is an ambassador of Jaz in the City, is familiar with the concept and communication style, and acts accordingly.

He or she is flexible, and is able to switch quickly between different tasks. He or she does not focus on problems, but solutions, and is able to remain calm whilst under pressure.

The Stage Designer possesses excellent communication skills, both verbal and written, in English and Dutch. He or she listens to what someone has to say, and asks questions when deemed necessary.

Knowledge of Microsoft Office and POS systems is required. Besides, a certificate of conduct is mandatory. A Social Hygiene and Leermeester diploma is preferred.