

Job Description -Dillip Kumar Das

Department : Food & Beverage Service

Designation : Team Leader - F & B Services

Reports To : Assistant Manager Outlet /Executive nominated by management in this regard

Prime Function:

- ✓ Responsible for overall supervision, planning, control and coordination of all activities of the team engaged in the operations of the department.
- ✓ Ensure that the beverages prepared and served in the assigned area are according to standard recipes and with excellent quality.
- ✓ Ensure to attend to guest complaints, requests or inquiries regarding the services.
- ✓ Any matter which may affect the interests should be brought to the attention of the Management.

Key Responsibilities:

People Management

- ✓ Motivate and develop staff to ensure smooth functioning of the department and promote teamwork.
- ✓ Achieve guest satisfaction and organizational profitability through effective utilization of all resources.
- ✓ Establish and maintain seamless co-ordination & co-operation with all departments of Grand Mercure Vadodara Surya Palace to ensure maximum cooperation, productivity, morale and guest service.
- ✓ Ensure to train the team according to established procedures and also ensure that the team has been trained for all safety provisions.

Financial Management

- ✓ Identify optimal, cost effective use of the resources and educate the team on the same.
- ✓ Assist the F&B Manager to prepare and submit in the required format all information necessary for budgeting timorously and accurately.

Operational Management

- ✓ Ensure to upgrade & update with the trends, practices and equipment in food and beverage preparation and service in the bar.
- ✓ Ensure to set up the equipment and prepare mise-en-place in accordance with bar policy.
- ✓ Improve sales volume in all outlets by means of up-to-date marketing, menus (seasonal and special), festivals and special promotions.
- ✓ Ensure on a daily basis that all the amenities are properly arranged prior to service.
- ✓ Ensure to possess working knowledge of wine, cocktail and mixing all beverages.
- ✓ Ensure that daily beverage inventory journal, bar opening and closing stock are noted and initiate requisitions in accordance to the established par stock.
- ✓ Ensure that Food & Beverage Associates maintains cleanliness and mise-en-place level at bar counter, bar cabinets, shelves, floor and service pantry for smooth operation.

Hygiene / Personal safety / Environment:

- ✓ Ensures that the workplace and storage areas remain clean and tidy, and the safety of consumable goods by always respecting HACCP regulations
- ✓ Respects the instructions and safety guidelines for the equipment (s)he uses
- ✓ Applies the hotel's security regulations (in case of fire etc)

Key Contacts

<i>Liaises with</i>	<i>Responsible for (as assigned)</i>
Departments like F&B Production, Front Office, Purchase	Associate F&B Trainees, Casuals

Occupational Health & Safety

Employee Responsibility

All employees to safeguard their health and safety, and the health and safety of others, in the workplace.

Replacement and Temporary Mission:

Be ready and responsible for any job, which may be assigned by the Management.

This job description is not intended to be an exhaustive list of all responsibilities skill, effort or working condition associates with the position. It is intended to provide a description of the principle elements essential for the performance of the job. All job descriptions are subject to change.



GRAND MERCURE
VADODARA SURYA PALACE

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