

## JOB DESCRIPTION

**Job Title:** Operations Manager – Food and Beverage

**Department :** Food and Beverage

**Job Reference :** OM/06/22

**Contract :** Permanent

**Salary :** £26k - £28k depending on experience

**Hours :** Full Time

**Reports to:** Resort & Deputy Resort Managers

### POSITION SUMMARY:

#### Primary Job Purpose:

An exciting opportunity has arisen within the senior resort team for an Operations Manager to lead all food and beverage departments across the resort. The successful applicant will assist in smooth running of all food and beverage areas at the resort whilst maintaining positive financial returns. This will be driven by ensuring all working methods are constantly reviewed so that best practice is achieved in order to provide our guests with the best possible experience.

#### Roles and Responsibilities:

- Work closely with the Restaurant & Bar Manager to ensure stock is replenished and kept to current levels and that stock control procedures are followed.
- Recruit, maintain and develop a strong team across all food and beverage areas at the resort.
- Champion a training culture within the team that maintains knowledge and skills within the team and encourages and nurtures talent for succession planning.
- Drive quality and value that ensures a great guest experience, by being obsessed with high standards and hospitality
- Constantly review the product range to ensure quality standards are maintained
- Ensure strict compliance with all relevant Health and Safety legislation and requirements
- Ensure that the industry standard is maintained with regard to safety and hygiene.
- Collate and disseminate food safety alerts to all relevant areas.
- Responsible for maintaining and helping to enforce agreed brand standards, by conducting monthly audits.
- Plan and review rota costs and ensure staffing levels are at the appropriate levels to drive conversion and meet benchmark hours whilst delivering exceptional service.
- Meet and manage all budgets for your areas.
- Be the department representative for events.
- Form strong relationships with fellow HODs
- Monitor progress on the delivery of the strategy operationally and also through the P&L.
- Work closely with external contractors and suppliers to ensure deliveries are completed within agreed timeframes.

This job description is not exhaustive and the job holder may be required to carry out other reasonable tasks as specified by their manager.

#### Keys Skills:

- Experience working within a quality Food and Beverage operation
- Organised with strong communication skills
- Strong leaderships skills and qualities
- Good understanding of F&B business operations, results driven and able to deliver brand

- standards
- A passion for delivering excellent service

### **All staff Key Performance Measures:**

Our values underpin everything we do here at LQ Resorts and staff should ensure that these are at the fore front of what they do, day to day.

- To focus on the guest experience at all times and continually strive to delight time after time
- To see each guest as part of a long-term relationship not a onetime event
- To create a team that is enthusiastic, consistent and committed in the workplace that encourages an open honest and supportive culture, by working together to create excellence.
- To create an organisation with high integrity, that recognises potential and success, that both guests and employees want to be part of and associated with
- To encourage our team to contribute to excellent working conditions for all
- To gain a reputation for delivering financial performance and being consumed and enthralled about business.

### **Benefits:**

LQ Resorts will offer you a fantastic working environment with plenty of opportunity to make a difference each day. In addition, you will receive:

- Discounts across the resort, including family and friends
- Free onsite parking
- Progression and career development opportunities.
- Pension Scheme
- Discounted food
- Free gym membership
- Access to wellness programmes