

FOOD & BEVERAGE/EXPERIENCES SUPERVISOR

To find out more, get in touch at info@wolwedans.com



REQUIREMENTS

- A minimum of 4 year's qualified work experience
- Exceptional Food and Beverage knowledge
- High standards of service
- Naturally intuitive especially to guests needs
- Attention to detail
- Proactive management ability
- Strategic and development approach to staff
- Excellent communication skills both with staff and guests (must be guest facing)
- Good command of English and a second language, preferable
- A clear understanding of basic labour law and disciplinary procedures
- Assertive, yet patient with good organizational skills
- Work comfortably under pressure
- Awareness of developments and trends within the lodge industry

KEY PERFORMANCE AREAS - GUESTS

- Meet and greet
- Ensure ultimate guest relations throughout all lodges
- Be actively involved in adding value, making it personal and the wow factor to all F&B experiences and excursions
- ensure tasks are executed timeously to the required standards
- Maintain daily contact with guests in various camps

KEY PERFORMANCE AREAS - GENERAL

- From time to time you may be asked to carry out a task even though it may fall out of your general job description
- It is expected that these tasks are part of the successful day-to-day operation and will be conducted as such

KEY PERFORMANCE AREAS - STAFF

- Ensure all F&B staff have a clear understanding of the Wolwedans standards and SOP's
- Plan for adequate staff on the ground at all times (through rostering, recruiting and leave)
- Ensure staff are always appropriately dressed, they are the image of the brand
- Implement and oversee all stock takes
- Issue daily tasks to various lodge F&B areas
- Liaise actively with all members of the F&B department and other Strategic Managers and HOD's on guests needs and requirements
- Keep a keen eye on all BOH areas for cleanliness, health and hygiene
- Conduct staff appraisals with HR manager
- Have an appropriate training program in place
- Where necessary follow disciplinary procedures with HR manager
- Understand all lodge health, safety and emergency procedures and be fit to implement if required

KEY PERFORMANCE AREAS - CAMPS

- Make sure that stock is packed by a rotation system in storage areas, using the 'F.I.F.O' standard.
- Ensure that stock takes of cutlery and crockery and bar items are completed on the last day of the month and that stock sheets are handed to Operations Administrator timeously
- Conduct regular "walk about" with maintenance and housekeeping managers
- Ensure that preventative maintenance is continuous in all F&B/Kitchen & restaurant areas
- Ensure all damaged F&B items are ordered and replaced in each camp
- Keep a suppliers and stock list
- Control the waste disposal, crockery, cutlery and glass breakages
- Control wine, room snacks and guest complimentary budget lines on a weekly basis