

Food And Beverage Manager

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Company: Fuzu

Location: Nigeria

Category: other-general

Job Summary

Contract Type:

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Location: Lekki, Lagos

Requirements

Candidates should possess an HND / Bachelor's Degree with 3 - 5 years relevant work experience.

Responsibilities

Daily Operations:

Train staff members.

Ensure that health and safety protocols are adhered to.

Keep a meticulous record of income and expenses.

Order ingredients in the correct quantities for the kitchen staff.

Communicate with customers to receive feedback and manage complaints.

Open and close the restaurant on time.

Achievement of budgeted food sales, beverage sales and labour costs

Achieve maximum profitability and overall success by controlling costs and quality of service

Participation and input towards F & B Marketing activities

Completion of successful catering for all Events Upbeat caters for in an accurate and timely fashion

Help in preparation of forecast and actual budget function sheets.

Customer Service:

Ensure the Restaurant teams is always welcoming and friendly to customers.

Welcome guests and ensure all customer feedback are tracked on Glitch report. Ensure proper follow up till issue has been resolved.

Receive and validate cash, cheque, credit card, bank transfers or POS payments made; accurately record payments and issue receipts where necessary.

Ensure that attendance records for all Restaurant activities are accurate and updated regularly.

Listen to team members' feedback and resolve any issues or conflicts; Motivate team members and lead by example.

Ensure proper flow of orders, to make sure customer orders are received on time.

Work with the sales team to process guests' reservations; confirm availability, ensure payment is made and approved and confirm registration to guest and appropriate unit.

Ensure interdepartmental communication is maintained through the proper channel(s).

Supervises the functions happening in the event rooms to ensure that food set up is done well, the servers are well groomed and ready to serve, and that clearing is done after the event.

Inventory:

Reconcile the inventory recorded at the beginning of the shift against end of shift sales made by the Cashier.

Ensure that the till stock levels for Upbeat bite, drinks, Service tools and consumables does not go below reorder level; raise stock requisition as at when due to ensure consistency.

Work with the Accountant to evacuate sales envelopes from the drop safe while ensuring accurate reconciliation of all recorded transactions.

Reconcile breakages the cashier and ensure that this is communicated with Finance for reconciliation.

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