

Operations Manager Food & Beverage (OM) – Position brief and description

What we need?

1834 Hotels require a resource dedicated to developing & supporting key areas within our Food & Beverage hotel operations. The role will develop, implement and build procedures and controls that will assist growth, expense controls, compliance and resources to the network of 1834 hotels specifically in our Food and Beverage areas

Summary:

In summary, the role will provide tools, guidelines and a skill set to enable the General Managers and or Head Chefs and F & B management staff at the hotels to effectively run a well-managed, controlled and profitable kitchen and food and beverage area. Additionally, similar tools and systems will be built to enable effective front of house operations.

- The Operations Manager F & B (OM) will be efficient in hotel Food & Beverage areas – specifically Kitchen operations– a strong focus on kitchen efficiency, controlling COGS, waste management and ensuring WH&S compliance and also F & B floor staff.
- Assisting hotels with the development of their customer service for front of house and behind bar operations – by way of engagement of relative 3rd party training partners and or support/guideline tools developed and implemented for GM's utilisation.
- Knowledge of best practices for management and control of COGS, systems, processes and reporting, wage control, cost effective /dynamic rostering.
- The operations manager will have a clear understanding and intricate knowledge of the F&B POS system (group wide this is H&L) – they will be well trained and able to provide macro support on how to use the relevant systems in an 1834 format, maximise reporting to control costs, forecast, setup new product lines and provide guidelines on best use. A key role in setup of the H&L system is to meet 1834 group requirements and to ensure the tool is effectively used to assist in meeting performance expectations. This will streamline reporting from a group perspective.
- Further development and improvement of menu costing tools to work in with recommended GP %s
- Wastage – Creation of wastage sheets and accurate monitoring of recording tools for GMs/Chefs to utilise within their operations – both Kitchen/Beverage – an understanding & development of guidelines on how information (if required) is loaded into any stocktake control systems e.g. H&L
- Create and provide tools for General Managers and chefs on how to effectively monitor F&B purchasing on a regular basis, through implementation of purchasing processes, controls, reports
- Tracking of compliance with purchasing through 1834 preferred suppliers
- Stocktakes – further develop tools and systems to ensure monthly stocktakes are completed and evaluated for each property by the GM/Chef.
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- Guidelines and support tools for tips on plating, presentation, utensils and general food presentation
- Support, tools advice on Kitchen setup/equipment to maximise efficiency and compliance
- Development of menu sales review tools – e.g. monthly via H&L sales data – review of sales history
- The OM with support from the Operations Manager Accommodation will develop support documents on how the F&B POS will map with PMS and create policies, guidelines and instructions on how F&B should be posted – this can be provided as a training tool or handbook and will enable the property to ensure setup correctly - this tool may be developed in conjunction.
- The OM will provide guidance/support documents/tools on optimised bar setup, drinks list structure/pricing, wine list and mini bar pricing – also ensuring compliance to preferred supplier where required – this information and guidance should be formed from standard support documents that are created by the OM that are supplied to the GM
- To enable guidance on above areas, tools should be developed as group wide support documents and SOPs that will eliminate guess work, provide structure, expectations and remove the day to day interaction from 1834 to venues on these areas.
- The OM will develop and build SOP's/P&P for back of bar both for admin and operations that will be able to be used group wide thus allowing GMs to effectively setup and manage their food and beverage areas, this includes but is not limited to ordering, stocktake, transfer of goods, costings and presentation of bar area as well as equipment maintenance guidelines, table setup, coordination of staff during service. Cost benefit analysis of drink promotions and where applicable BDF use and allocation of funds.
- The OM's developed documentation will enable a GM to effectively run their restaurant/café /bar, control COGs and have access to policies and procedures to ensure compliance for WH&S and 1834 group standards
- Reporting – the OM will develop and create suitable reporting and forecasting tools for their relevant areas for use by the GM's – detailed information on how best to use these tools will be provided to coincide with the reports – there will be a continual development of tools provided.
- Customer service – the OM will build and create group wide documented customer service best practices modules and provide group training to GMs and other staff. Other customer service training may be sourced from third companies but would with align with group expectations. There may be several versions of the document to suit a varied portfolio of venue offerings.
- The OM will ensure venues develop with marketing team an annual calendar of activations that can be rolled out.
- The OM will develop an understanding on the use and or no use of BDF spend from key suppliers and the options if available to the venue. (guidance on this provided by the Group GM or CEO)

- The OM with OMA will provide and supply a recommended food/beverage splits to be utilised when creating, setting up and implementing food and accommodation specials in POS/PMS – this should be well documented and eliminate the guess work from these deals. Some consultation with the relevant 1834 departments and or access to their created SOPs might be required
- Reporting – from time to time the OM will be required to undertake a spot check or audit on both COGs, stocktake and or utilisation of POS and compliance to 1834 standards at a nominated venue – the checklist needed to do this will be created by the OM, completed and provided to Group GM for accompaniment to an EOM report.
- Site visits – OM to further develop site visit checklist relevant to their role (in conjunction with Director of Strategic Projects & Group GM) to be performed when visiting venues, a copy of this document is to then be saved and available to Group GM/CEO – the checklist should include but not be limited to compliance, key support items covered, training and modules updated, supplier updates, comments from other team members – document to be signed, dated by both parties – when on site the Quality assurance document must also be completed and dated accordingly
- There will be some procurement and group buying project work – this will be allocated by the Group GM where required.
- Many of the above documents will also be formed to support the Angus & Co brand and the OM will often play a support role in ensuring brand standards for venues with Angus & Co are adhered to and help build similar systems for the Angus & Co brand.
- A basic understanding of hotel front of house systems /PMS knowledge where it be a groupwide system and how PMS maps to relevant areas of a F&B POS and how this works will be required.
- Review and monitor of Kitchen operations at each property and develop service structures to enable the GM/Chef to maximize labour and minimize costs.
- Implement performance appraisal processes and support tools for key staff i.e. Head / Second chef and develop those chefs in the ability to be able to complete process for more junior staff
- Provide support to the GM/Head chef on recommendations on how best to manage leave requirements for Head / Second chefs in each property to ensure adequate coverage in peak times
- Working with General Managers / Marketing for creating support costing tools for special events and c how to develop and create / costing appropriate menus
- Menu training templates and or engagement on third party trainers to assist the GM and or Front of House Staff a greater understanding for upselling and maximizing sales through upsell
- Ensure documented standards and tools are created to ensure each property's kitchen is actively and regularly involved in Workplace Health & Safety
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- Ensure documented standards and tools are created to ensure each property's Kitchen is compliant with Workplace Health & Safety Standards and all employees understand their obligations and the processes for Workplace Health & Safety in the workplace
- Ensure documented standards and tools are created to ensure each property is compliant with Food Safety standards
- Ensure documented standards and tools are created to ensure processes in place for regular checking and correct storage of fresh/packaged foods

How do we get there?

With consultation from the Group GM & CEO, the OM needs to outline key areas and items in the food and beverage space that need to be in driven initially to ensure we can at a group level provide the GMs with the necessary support tools to maximize revenue, control costs and adhere to 1834 policies within the food and beverage areas from DAY 1. This would include adequate support on COGS, stock take protocols and relevant reporting putting them in the best position to reach budget whilst meeting 1834 policies and procedures.

Further to this priority list – OM will begin development to create support documents & guidelines and then tools to enable a broader and more macro support of key areas. Additional to the documents being built, training tools and communication documents need to be built and developed to allow 1834 and the OM to provide MACRO level support to GMs. Documents provided to GM's should be clear and enabling of execution into their day to day operations of the relevant areas.

Core responsibilities of the OM - F&B role:

Develop and build detailed guidelines, SOPS and support documentation for the Food & Beverage areas.

Provide setup support (in conjunction with supplier) on new POS installs and ensure ongoing proper use of the systems (H&L training to be part of this).

Provide and develop tools and training documents that enable the GM to effectively run their F&B areas whilst being compliant with 1834 policies.

Actively looking at ways to better support and grow the venues at macro level for the OM's relevant area.

How would this work on a day to day basis?

Initially the OM would be tasked with collating the key need areas that allows 1834 as a management company to offer support to the GM and venues. A list of these items would then be prioritised for the creation of the relevant support documentation and guidelines and workable tools – these tools would then be introduced and implemented with the GM's/venues – follow up questions post introduction should be expected – guidance on where the GM should consult will be crucial. Certain elements within the support

documents/SOPS will need to be quite detailed however some kept more generic to enable us to service a diverse spread of venues.

OM would work on these projects progressively from day 1 with timelines associated and priority list.

OM would also undertake the relevant allocated project work with an associated deadline, provided by the Group GM – these projects would need to be labelled at certain priority by the Group GM per the project priority task list.

The OM would have contact with the GM as required to implement and develop their understanding of the tools.

There would also be several site visits and audits to identify immediate changes required at a venue and then implementing systems to enable change and development. There would be regular travel with this role.

Site visits:

OM would need to acquire a good understanding of each venue's setup and identify challenges within the network as is. Site visits to these venues will be important and regular. Use of Skype and phone calls with the GM/Chef/F&B Management to gather relevant information to better execute the above is preferred. Site visits would increase upon the rollout of the support documents/SOPS and then once rolled out a structured visit regularly will still be required.

Additional site visits would be directed to venues in need of venues or venues that have been allocated special project work.

OM should look at ways to better support or access the relevant systems at venue remotely and more efficiently – e.g. TeamViewer on a H&L system – access to cameras in bar or the GM's computer or nominated server.

When on site:

Travel to be approved by Group GM.

A pre-set meeting time should be booked with the nominated person at the venue, an agenda, and site checklist should also be completed as well as the quality assurance document. OM can note any other queries/issues raised by the venue and make note on the site visit document.

Each visit needs a purpose and outcome relating to the areas of the relevant area/project, this is to be documented post visit along with the QA. – Visits to venues without structure and purpose will not be required or beneficial.

What contact would the OM have with the property and or a GM/chef/F & B staff

The OM would initially have a considerable amount of contact with the GMs and or venue to gather required information that enables the OM to complete the required systems/modules/procedures and or due diligence.

KPIs

Development of the F&B support tools, guidelines in a timely, accurate and professional manner

Implementation and accuracy of the support docs/ tools in a timely and professional manner

Development of training modules in a timely, accurate and professional manner

Development of reports and data in a timely, accurate and professional manner

Competent and timely management of ad hoc project handling
Demonstration of ability to execute the required tasks/projects at large and grasp the work load
Actively showing initiative and drive in these areas and shaping the department and development.
Site visits – all site visits to have documented reports completed and provided to Group GM

Who report to?

The Group General Manager 1834 Hotels

What reporting?

A monthly update and presentation to the Group GM on the progress of above work.
Updates provided as required to Group GM on progress of projects and timelines.
Reporting of roll outs and issues to Group GM on as required
Report of procurements savings and development of supplier discounts
Reports on individual venues as required or directed

Authority

The OM would be a support to the GM's and would not have any direct reports.

This role will have cross over with the other departments and should be viewed as team player working with all departments to achieve