

11/20/2018



SPHM  
HOSPITALITY

## SPHM – F&B SERVICE JOB DESCRIPTIONS



By: | **Agustinus Agus Purwanto, SE MM**



# F&B Service Job Descriptions



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# F & B Service Job Descriptions

**FOOD & BEVERAGE MANAGER**  
**RESTAURANT MANAGER**  
**BUFFET MANAGET**  
**ASSISTANT RESTAURANT MANAGER**  
**RESTAURANT SUPERVISOR**  
**RESTAURANT CAPTAIN**  
**HOSTESS**  
**BUFFET SERVER**  
**WAITER / WAITRESS**  
**JUNIOR WAITER / WAITRESS**  
**ROOM SERVICE ORDER TAKER**  
**BAR MANAGER**  
**ASSITANT BAR MANAGER**  
**BARETENDER**  
**BAR WAITER**



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## JOB DESCRIPTION

**JOB TITLE:** FOOD AND BEVERAGE MANAGER

**REPORTS TO:** GENERAL MANAGER

### JOB SUMMARY:

To supervise and control all catering outlets in a hotel to the required standards, within agreed budgetary limits and parameters of the law, particularly liquor law.

### RESPONSIBILITIES AND DUTIES:

1. Ensure that consumable and non-consumable goods are ordered, correctly stored and issued to the various departments.
2. Ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security.
3. Ensure that bands and musicians are available when required.
4. Be fully conversant with all statutory requirements regarding a food and beverage operation, that all licenses, including special licences, are timeously applied for and that the conditions affecting the issues of a liquor licence are not jeopardised.
5. Ensure that regular stock takes are conducted.
6. Prepare and submit on the required format all information necessary for budgeting purposes, timeously and accurately.
7. Ensure that an effective table reservation system is in operation.
8. Circulate throughout all restaurants, bars and banqueting departments, maintaining a high profile with customers and staff.
9. To be fully aware of trends in the industry and make suggestions for improvement of the catering operation.
10. To carry out or ensure that regular On-the-Job Training is taking place to agreed standards.
11. Ensure that the most suitably qualified person is appointed in the event of a vacancy — wherever possible this should be an internal promotion.
12. Ensure that staffing levels are correct and to agreed standards and are not exceeded without prior consultation.



13. Ensure that company and statutory hygiene standards are maintained in all areas.
14. Attend timeously to customer complaints.
15. Take the necessary steps in the event of theft, burglary or fire.
16. Ensure that reports and administration requirements are timeously submitted.
17. Ensure that the Back of the House Department operates effectively and efficiently.
18. Hold regular performance appraisals with all management staff, identifying areas for development and training needs, and ensuring that this training is effected.
19. Ensure that fair discipline is effected.
20. Ensure that the causes of staff grievances are investigated and the appropriate action taken.
21. To ensure the prompt and efficient service of all meals, snacks, functions and beverages to the required standards.
22. Ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems, including issuing against dockets, sales analysis, menu costings and cash checks.
23. Ensure that restaurants and cloakrooms are clean and well maintained, that table appointments, including flower arrangements are impeccable.
24. Ensure that waiters are always correctly and smartly dressed, that they offer professional and courteous service to their customers.
25. Ensure that bars and cloakrooms are clean and stocked with the stipulated requirements.
26. Ensure that barmen are well trained, correctly and smartly dressed and serve their customers in a professional and friendly manner.
27. Ensure that room service orders are executed promptly and that they comply with the required standards.
28. Ensure that room service staff are correctly and smartly dressed and serve their customers in a professional and friendly manner.
29. Ensure the efficient running of the banqueting department and that all banqueting rooms, including cloakrooms, are clean and tidy.
30. Ensure that fire and evacuation drills are held regularly.



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## **F&B Manager Job Specification**

F&B manager job specification include job requirements:

1. A bachelor's degree
2. 3 to 5 years related experience and/or training in a high-volume restaurant, or equivalent combination of education and experience is preferred.
3. A minimum of High School diploma or GED equivalent is required.
4. able to work a flexible schedule including evenings, weekends, and holidays.
5. Ability to read and comprehend simple instructions, short correspondence, and memos.
6. Ability to write simple correspondence.
7. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
8. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
9. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
10. Ability to deal with problems involving a few concrete variables in standardized situations.

## **BUSINESS ETHICS**

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## JOB DESCRIPTION

**JOB TITLE:** RESTAURANT MANAGER

**REPORTS TO:** FOOD AND BEVERAGE MANAGER

### JOB SUMMARY:

To supervise and control all food and beverage outlets in a hotel to the required standards, within agreed budgetary limits and parameters of the law, particularly liquor law.

### RESPONSIBILITIES AND DUTIES:

1. Maintaining fast, accurate service, positive guest relations, and ensuring products are consistent with company quality standards
2. Ensures Occupational Safety & Health Act, local health and safety codes, and company safety and security policy are met
3. Profit & Loss management by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions
4. Recruiting, interviewing, and hiring team members
5. Conducts performance appraisals, takes disciplinary action, motivates and trains
6. Ensures company standards on equipment, facility, and grounds are maintained by using a preventative maintenance program
7. Ensures food quality and 100% customer satisfaction
8. Ensures complete and timely execution of corporate & local marketing plans
9. Champions recognition and motivation efforts

Base on the above job description, you can set up: KPIs, KRAs, job objectives/goals, job standards/requirements, job specifications/qualifications.

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## Restaurant Manager job specification

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**Restaurant general manager job specification** include job requirements:

1. At least four years experience as Restaurant Manager in fine dining
2. High school diploma or equivalent required.
3. Must have excellent customer service and employee relation skills.
4. Must be detail oriented with the capability to oversee all aspects of the business and multiple areas simultaneously in a fast paced environment.
5. Ability to handle up to \$4-5 million in sales a year
6. Hospitality or Business degree a plus
7. Corporate chain background desired
8. Strong ambition
9. Evidence of strong team leadership skills
10. Demonstration of attention to detail
11. Proven track record in building sales
12. Demonstrated ability to drive profitable growth while continuously improving customer satisfaction
13. Strong leadership skills with proven ability to build relationships with customers, vendors, and associates
14. Proven track record in maintaining strong cost controls, and quality standards
15. Prior knowledge with Performance Management
16. Prior knowledge with Coaching & Corrective Action
17. Training & Professional Development

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## JOB DESCRIPTION

**JOB TITLE:** BUFFET MANAGER

**REPORTS TO:** RESTAURANT MANAGER



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## **JOB SUMMARY:**

Job purpose of Buffet manager is to supervise and coordinate the work performed directly related to the buffet dining area.

## **RESPONSIBILITIES AND DUTIES:**

1. Oversees buffet line, waitress station, bread table, and dessert table.
2. Oversees the set up of dining room tables, chairs, and table tops.
3. Must have knowledge of how a dining room operates and the capability and experience to handle emergencies if they arise.
4. Assist servers in clearing or servicing guests as needed.
5. Provide positive communication and use Red Carpet Training skills with every patron and co-worker.
6. Perform duties in a safe manner; report any potential safety hazards to management staff.
7. Perform any reasonable, temporarily assigned job duties outside the position's job description, where, in the Company's judgment, those duties are necessary in the interest of efficiency, productivity, or guest service.
8. Consults with the chef for daily activities.
9. Responsible for the cleanliness of the dining room.
10. Directs cashiers and money. Ensure the registers are checked in and out correctly and tapes and money counted correctly.
11. Directs staff and assigns work duties.

## **Buffet Manager job specification**

**Buffet manager job specification** include job requirements:

1. High school diploma or GED required
2. Previous management experience in a high volume 24-hour restaurant.
3. 3-5 years of full service management experience required.



4. Must be able to obtain an ABO and LACT card.
5. Associate's degree (A.A.) or equivalent from two-year college or technical school
6. 2-3 years related experience and/or training of high food volume venues

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## JOB DESCRIPTION

**JOB TITLE:** ASSISTANT RESTAURANT MANAGER

**REPORTS TO:** RESTAURANT MANAGER

### JOB SUMMARY:

Job purpose of Assistant Restaurant Manager is to assist the Restaurant Manager to supervise and coordinate the work performed directly related to the restaurant operations.

### RESPONSIBILITIES AND DUTIES:

1. Responsible for assigned shift, assisting in overall management.
2. Supervise and coordinate assigned shift; pre-meal meeting conducted with staff daily.
3. Assist in overall supervision of the department.
4. Check staff punctuality.
5. Communicate with guests and receive feedback.
6. Observe, teach, and correct staff's service..
7. Examine food preparation.
8. Examine beverage presentation.
9. Handle any guest complaint.
10. Monitor timing of guest experience.
11. Spot check liquor pars.
12. Order daily supplies.
13. Follow up on established training steps.
14. Handle guest comments and complaints.
15. Ensure guest satisfaction.
16. Stay on the floor during peak hours.



Base on the above job description, you can set up: KPIs, KRAs, job objectives/goals, job standards/requirements, job specifications/qualifications.

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## **I. Assistant restaurant manager KSAs**

Have you listened to KSAs model?

K = Knowledge

S = Skills

A = Abilities

### **1. Knowledge include**

- Degrees
- Certificates
- Short training courses

### **2. Skills**

- Specialized skills for your field.
  - Management skills
  - Soft skills

### **3. Abilities**

Here are attributes/traits, you must read them by yourself. Just train by yourself only.

## **II. Assistant restaurant manager job standards**

You can ref job specs of Assistant restaurant manager at job description link at the end of this post. And then you answer questions:

- How to reach these standards?
- You can ref more job specification of Assistant restaurant manager at the end of this post (job description).



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## **Assistant Restaurant Manager job specification**

**Restaurant general manager job specification** include job requirements:

1. At least four years experience as Restaurant Manager in fine dining
2. High school diploma or equivalent required.
3. Must have excellent customer service and employee relation skills.
4. Must be detail oriented with the capability to oversee all aspects of the business and multiple areas simultaneously in a fast paced environment.
5. Ability to handle up to \$4-5 million in sales a year
6. Hospitality or Business degree a plus
7. Corporate chain background desired
8. Strong ambition
9. Evidence of strong team leadership skills
10. Demonstration of attention to detail
11. Proven track record in building sales
12. Demonstrated ability to drive profitable growth while continuously improving customer satisfaction
13. Strong leadership skills with proven ability to build relationships with customers, vendors, and associates
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## JOB DESCRIPTION

**JOB TITLE:** RESTAURANT SUPERVISOR

**REPORTS TO:** RESTAURANT MANAGER

### **JOB SUMMARY:**

Job purpose of Restaurant Supervisor is to supervise and coordinate the work performed directly related to restaurant operation.

### **RESPONSIBILITIES AND DUTIES:**

1. Ensure that department goals are communicated, understood, and met by hourly associates
2. Coordinate tasks and work with other departments to ensure that the department runs efficiently
3. Work with management to ensure that newly hired hourly associates receive orientation training
4. Counsel hourly associates on work related concerns and issues to ensure satisfaction and productivity enlisting the support of management as needed.
5. Listen to hourly associates' suggestions for improving how work is done and guests are served. Gain management support as needed to act upon suggestions.
6. Work with management to ensure that hourly associates have the necessary resources to effectively perform their jobs (e.g., supplies, equipment, and inventory).
7. Ensure that hourly associates are trained on technical and service aspects of the job (e.g., food or room preparation, customer service)
8. Work with management to ensure that hourly associates clearly understand their job roles, responsibilities, and performance expectations



9. Address guest concerns, requests, or issues either individually or by enlisting the help of others (i.e., management and hourly associates)
10. Give constructive feedback to hourly associates to help them do their jobs better
11. Act as a “bridge” between management and hourly associates to facilitate department operation (e.g., keep managers apprised of hourly associate activities, issues, challenges, etc.)
12. Collaborate with management to develop and carry-out ideas and procedures to continuously improve department performance around GSS scores.
13. Enforce compliance with LSOP/SOP (e.g., safety, OSHA, department-specific procedures such as food standards)
14. Collaborate with management to recognize and celebrate hourly associate performance contributions (e.g., department-specific recognition programs)
15. Manage basic human resource issues/concerns of hourly associates enlisting the support of management as needed.
16. Collaborate with management to develop and carry-out ideas and procedures to continuously improve department performance around AOS scores
17. Participate in Guarantee of Fair Treatment process as an hourly associate’s first point of contact
18. Conduct day-to-day shift or oversee department operation (e.g., conduct shift briefings, ensure shift coverage)
19. Serve as an individual contributor and department role model by performing technical or functional job duties (e.g., check-in/out, food preparation, room preparation).

Base on the above job description, you can set up: KPIs, KRAs, job objectives/goals, job standards/requirements, job specifications/qualifications.

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## **Restaurant Supervisor job specification**



**Buffet manager job specification** include job requirements:

1. High school diploma or GED required
2. Previous management experience in a high volume 24-hour restaurant.
3. 3-5 years of full service management experience required.
4. Must be able to obtain an ABO and LACT card.
5. Associate's degree (A.A.) or equivalent from two-year college or technical school
6. 2-3 years related experience and/or training of high food volume venues

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## JOB DESCRIPTION

**JOB TITLE:** RESTAURANT CAPTAIN

**REPORTS TO:** RESTAURANT MANAGER

### JOB SUMMARY:

Job purpose of Restaurant Captain is to assist restaurant manager and assistant restaurant manager to supervise and coordinate the work performed directly related to restaurant operation.

### RESPONSIBILITIES AND DUTIES:

1. Communicate service needs to chefs and stewards throughout functions.
2. Total charges for group functions, and prepare and present checks to group contacts for payment.
3. Ensure banquet rooms, restaurants, and coffee breaks are ready for service.
4. Ensure proper centerpieces are displayed on every table.
5. Inspect the cleanliness and presentation of all china, glass, and silver prior to use. Check in with guests to ensure satisfaction.
6. Set tables according to type of event and service standards.
7. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
8. Maintain cleanliness of work areas throughout the day.
9. Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications.
10. Ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets.



11. Welcome and acknowledge all guests according to company standards.
12. Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
13. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees.
14. Ensure adherence to quality expectations and standards.
15. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.
16. Stand, sit, or walk for an extended period of time.
17. Perform other reasonable job duties as requested by Supervisors.

Base on the above job description, you can set up: KPIs, KRAs, job objectives/goals, job standards/requirements, job specifications/qualifications.

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## JOB DESCRIPTION

**JOB TITLE:** HOSTESS

**REPORTS TO:** ASSISTANT RESTAURANT MANAGER



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## **JOB SUMMARY:**

Responsible to handle table reservations, control the flow of guests and supervise the assigned station / section. He/she is also responsible to serve food & beverage, if necessary, to guests in a courteous, professional manner according to proper service standards

## **RESPONSIBILITIES AND DUTIES:**

1. To stay in contact with the greeters, in order to be ready on time to receive the guests.
2. To escort guests to a table, balancing the customer flow among the service sections, taking into account requests for a particular table or section, depending on availability and according to the etiquettes.
3. To provide menus to the guest once seated and let them know a waiter will soon be helping them. Tell waiter on the arrival of new guest in their section.
4. To keep abreast of special promotions and product knowledge.
5. To assist with the duties of waiters as needed such as taking the beverage order, serving food or beverage items, resetting a table, replacing chairs, in order to maintain service effectiveness and efficiency
6. To bid farewell to guests upon their departure from the outlet and invite them to come again.
7. To perform opening and closing procedures established for the place of work as assigned.
8. To verify that all menus are in good condition, clean and tidy, if not, take appropriate actions.
9. To ensure that the place of work and surrounding area is kept clean and organized at all times.
10. Attends work on time as scheduled.
11. Follows grooming and dress standard.
12. Acquires a working knowledge of , in-house facilities and local information to respond to guest questions in these areas as required.
13. Demonstrates teamwork by cooperating and assisting co-workers as needed.
14. Keeps immediately supervisor promptly and fully informed of all problems or unusual matter of significance.
15. Ability to rotate throughout each of the food & beverage outlets
16. Knows all safety and emergency procedures.



17. Understands that business demands sometimes make it necessary to move employees from their accustomed shifts to other shifts.
18. To monitor operating supplies and reduce spoilage and wastage.
19. To ensure that the working area and station are stocked with “mise-en-place” and kept clean and tidy at all times.
20. To ensure the smooth running of the assigned station at all times.
21. Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve overall objectives of this position.
22. To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the policy on Fire, Hygiene, Health & Safety.
23. To ensure that all potential and real hazards are reported and rectified immediately.
24. To understand and strictly adhere to the Employee rules & regulations.
25. To report for duty punctually wearing the correct uniform and name tag at all times.
26. Performs any other duties as assigned to him/her by management.

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## JOB DESCRIPTION

**JOB TITLE:** BUFFET SERVER

**REPORTS TO:** BUFFET MANAGER

**JOB SUMMARY:**

Responsible for serving food and beverage to guests during an assigned shift in a courteous, professional manner according to proper service standards.

**RESPONSIBILITIES AND DUTIES:**

1. Wait on customer.
2. Serve drinks, water, coffee, and tea to customers at appropriate times.
3. Refill beverages as needed.
4. Assist with picking up dirty dishes, silverware, and glassware during and after meals.
5. Place in bus tubs and deliver to assigned dish washing area in kitchen.
6. Maintain cleanliness of assigned station: bus tables, wipe tables and chairs, pick up trash, clean ashtrays, etc.
7. Clean and sanitize bus carts nightly.
8. Complete opening, running, and closing side duties completely.
9. Keep ice stations filled, silverware polished and rolled, and glasses and dishes stocked. Prepare tables for next guest.
10. Stock/restock supplies (e.g., cups, glasses, silverware, coffee, napkins, etc.) at service station.
11. Assist with maintaining cleanliness/appearance of buffet as needed.



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## Buffet server job specification

**Buffet server job specification** include job requirements:

1. HS Degree or equivalent work experience related to the nature of the position.
2. Ability to read, comprehend and interpret written and/or oral instructions.
3. Ability to communicate with internal and/or external guests.
4. Ability to perform basic mathematical operations such as addition, subtraction, multiplication and division.
5. Must be able to stand for prolonged periods of time, sit, walk, reach, handle, feel, balance, stoop, kneel, turn/twist, bend at waist, and exercise foot-hand-eye coordination.
6. Must be able to speak and hear. Must have peripheral vision, and must be able to see near and far.
7. Must be able to lift, push, and carry over 50 lbs.
8. Regular and predictable attendance is an essential function of this job.

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Employee:..... Signed: ..... Date: .....

Department Head:..... Signed: ..... Date: .....

Personnel Manager:..... Signed: ..... Date: .....



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## JOB DESCRIPTION

**JOB TITLE:** WAITER / WAITRESS

**REPORTS TO:** RESTAURANT SUPERVISOR

### JOB SUMMARY:

Responsible for serving food and beverage to guests during an assigned shift in a courteous, professional manner according to proper service standards.

### RESPONSIBILITIES AND DUTIES:

1. Serves meals to guests in their rooms.
2. Carries silverware, linen, and food on tray or uses cart.
3. Sets up table and serves food from cart.
4. Removes equipment from rooms
5. To have a keen eye for detail, you are able to gauge the mood of your guests.
6. Responding appropriately and providing an exceptional standard of customer service.
7. To ensure that the Room service outlet is clean, neat and tidy.
8. Accurately records, pre-checks and picks-up all food and beverage orders.
9. Serves guests their food and beverage in prompt, courteous manner as per the standard sequence of service.
10. Sets trolleys as per standard prior to orders.
11. Serving guests according to task breakdown and standard Operating procedures
12. To have a thorough understanding and knowledge of all food and beverage items in the menu.
13. Responsible for all side duties described in the job task check list and to complete all side work prior to the opening and closing of room service duties
14. To be knowledgeable of all ingredients and prices of the food and beverage listed on the menu.
15. To follow the payment procedures
16. Assist with stocking the work stations and clean them, polishing silverware, china and glassware and folding napkins.
17. Attends work on time as scheduled.





18. Follows grooming and dress standard.
19. Acquires a working knowledge of , in-house facilities and local information to respond to guest questions in these areas as required.
20. Demonstrates teamwork by cooperating and assisting co-workers as needed.
21. Keeps immediately supervisor promptly and fully informed of all problems or unusual matter of significance.
22. To handle guest inquiries in a courteous and efficient manner and report guest complaints or problems to the Assistant Restaurant Manager if no immediate solution can be found and assure follow up with guests.
23. To handle all food, beverage and operating equipment with care, in order to minimize breakage / wastage
24. Ability to rotate throughout each of the food & beverage outlets
25. Knows all safety and emergency procedures.
26. Understands that business demands sometimes make it necessary to move employees from their accustomed shifts to other shifts.
27. Understand that business demands sometimes makes it necessary to work overtime
28. Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve overall objectives of this position.
29. To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the policy on Fire, Hygiene, Health & Safety.
30. To ensure that all potential and real hazards are reported and rectified immediately.
31. To understand and strictly adhere to the Employee rules & regulations.
32. To report for duty punctually wearing the correct uniform and name tag at all times.
33. Performs any other duties as assigned to him/her by management.

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## JOB DESCRIPTION

**JOB TITLE:** JUNIOR WAITER / WAITRESS

**REPORTS TO:** RESTAURANT SUPERVISOR

### JOB SUMMARY:

Responsible for assisting the wait staff in serving guests in their assigned sections in order to provide a dining experience that meets or exceeds guests' expectations.

### RESPONSIBILITIES AND DUTIES:

1. Maintains cleanliness and sanitation of the front-of-the-house including all tables, chairs, and floors and working stations.
2. Restocks dining room china, silverware, glassware, utensils, condiments, and linen and maintains adequate supplies in the work stations. During lower occupancy of the outlet, polishes silverware and folds napkins
3. Greets guests at the table promptly after their arrival. Serves them water, bread and butter to guests. Refills as needed.
4. Keeps a discreet eye on the guests to ensure they are satisfied with the food and service, to respond to any additional requests and to determine when the course/meal has been completed.
5. Prepares beverages required for service, including coffee, tea, and hot water.
6. Removes dirty dishes and silverware from guest tables between courses and after guests leave the table. Replaces used dishes and silverware for the next course and resets vacated tables. Restock condiments as needed.
7. Returns dirty dishes, silverware, and glassware to dish washing area, sorting silverware, glassware, and other items, placing them in the prescribed area for proper distribution.
8. During rush periods, may assist wait staff in serving dishes to tables.
9. Ability to rotate throughout each of the food & beverage outlets
10. Attends work on time as scheduled.
11. Follows grooming standard.



12. Acquires a working knowledge, in-house facilities and local information to respond to guest questions in these areas as required.
13. Demonstrates teamwork by cooperating and assisting co-workers as needed.
14. Keeps immediately supervisor promptly and fully informed of all problems or unusual matter of significance.
15. Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve overall objectives of this position.
16. To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the policy on Fire, Hygiene, Health & Safety.
17. To ensure that all potential and real hazards are reported and rectified immediately.
18. To understand and strictly adhere to the Employee rules & regulations.
19. To report for duty punctually wearing the correct uniform and name tag at all times.
20. Performs any other duties as assigned by management.

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## JOB DESCRIPTION

**JOB TITLE:** ROOM SERVICE ORDER TAKER

**REPORTS TO:** RESTAURANT SUPERVISOR

**JOB SUMMARY:**

Responsible for taking order from hotel's room, professional manner according to proper service standards.

**RESPONSIBILITIES AND DUTIES:**

1. The ability to follow proper payroll and uniform procedures.
2. The ability to use courteous and efficient telephone etiquette while obtaining all information necessary to process the guest's order.
3. The ability to record covers, handle special orders, check for out of stock items, obtain the specials for the day.
4. The ability to operate the computer system for order taking, check printing, closing out checks and printing reports.
5. The ability to maintain knowledge all menus (including Daily Specials, Alternative Cuisine, cocktail list, etc) and of the service of food and beverage items offered by the department and the .
6. The ability to up-sell to guests as well as confirm their order before thanking them.
7. The ability to complete side work as assigned.
8. The ability to record all guest charges, gratuities and cash transactions accurately.
9. The ability to coordinate between the server and kitchen for smooth, coordinating service.
10. The ability to assure that all amenity requests are received, filed, ordered from kitchen and delivered in a prompt and accurate fashion.
11. The ability to assume responsibility for a house float and follow all operating procedures regarding the float.
12. The ability to check all orders before they leave Room Service if no manager is present.



13. The ability to document void checks and the reason for the void.
14. The ability to assist in the training of new staff.
15. The ability to control the cleanliness in the Room Service area.
16. The ability to inform the Room Service Manager of all customer complaints and makes appropriate efforts to correct the problem.
17. The ability to maintain a Room Service control sheet so the Room Service Manager knows when an order was taken, delivered and retrieved and by whom.
18. The ability to assist the servers with setting up orders.
19. The ability to assume responsibility of the department when no management is present.
20. The ability to respond properly in any emergency or safety situation.
21. The ability to perform other tasks or projects as assigned by management and staff.
22. The ability to inform the Room Service Manager of all customer complaints and makes appropriate efforts to correct the problem.
23. The ability to sell and up-sell F&B products and services.
24. The ability to handle cash and credit card procedures according to the guidelines of the accounting department.

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Personnel Manager:..... Signed: ..... Date: .....





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## JOB DESCRIPTION

**JOB TITLE:** BAR MANAGER

**REPORTS TO:** ASSISTANT FOOD & BEVERAGE MANAGER

**JOB SUMMARY:**

To manage the Bar and Beverage outlets as a successful independent profit center, ensuring that all functions are successfully executed in a courteous and professional manner ensuring maximum guest satisfaction consistent in accordance with set Standards.

**RESPONSIBILITIES AND DUTIES:**

1. To ensure that all beverage outlets are managed efficiently according to the established concept statement, providing a courteous, professional, efficient and flexible service at all times, following standards.
2. To be constantly involved in the operation, to ensure that there is a senior manager opening and closing every single function.
3. To assure that the staff entertains the guests in the bar.
4. To train the bartenders in freestyle, mixology and cocktails.
5. To conduct daily pre-shift briefings to employees on preparation, service and menu.
6. To approach guests suggesting a cocktail/wine or non-alcoholic beverages and recommending promotional items.
7. To use approved suggestive selling techniques to up sell products with higher profit margin.
8. To maintain knowledge of bar inventory and wine selection to respond properly to guest questions.
9. To maintain a thorough knowledge of beverage recipes and mixing procedures.
10. To inform guests of last call.
11. To maintain responsibility for the set up and cleanliness of the entire bar.
12. To order all supplies, china and glassware as needed.
13. To be responsible for an attractive display of the beverage selection.



14. To maintain a thorough knowledge of standard policies and procedures regarding cash handling, check-writing, credit cards, city ledger and customer ledger.
15. To process guest checks accurately.
16. To evaluate the bar and beverage menus, and gives suggestions for improvement to the Assistant Food and Beverage Manager.
17. To ensure that bar/lounge and the other beverage outlets are stocked with “mise-en-place” and kept clean and tidy at all times.
18. To have thorough knowledge of how to handle intoxicated individuals.
19. To have full knowledge of alcohol and liquor policies and regulations, and comply fully with them.
20. To maintain the bar reservation list, and check the bar reservations list frequently during the shift.
21. To prepare the bar business and marketing plan, together with the Event Manager and budget together with the Assistant Food & Beverage Manager.
22. To liaise with the Kitchen and Beverage department on daily operations and quality control.
23. To have a thorough understanding and knowledge of all food and beverage items in the menu and the ability to recommend Food & Beverage combination and up sell alternatives.
24. To handle guest inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
25. To ensure that bar/lounge and the other beverage outlets cashiering procedures are strictly adhered to and that the Point of Sale system is updated and operated correctly.
26. To establish and strictly adhere to the par stocks for all operating equipment, supplies, inventoried items, and to ensure that the bar is adequately equipped.
27. To conduct monthly inventory checks on all operating equipment and supplies.
28. To control the requisitioning, storage and careful use of all Operating Equipment and Supplies.
29. To ensure that the monthly forecasted Food & Beverage revenue figures are achieved.
30. To strictly adhere to the established operating expenses and ensure that all costs are controlled.
31. To ensure an effective payroll control through a flexible work force, maximizing utilization of employees and close cooperation with other Food & Beverage Outlets.
32. To analyze budget, and takes action when required.



33. To participate in the formulation of the Annual Operating Budget in determining projected revenues and expenses, operating equipment and FF&E requirements in line with the compilation of the Annual Business Plan.
34. To obtain and account for the correct settlement of all sales and be overall responsible for cashier / bar floats and their maintenance.
35. To handle voiding, correcting, changing of restaurant checks in accordance with the prescribed procedures and account for all checks used during each shift.
36. To plan the bar/lounge and other beverage outlets' weekly roster and work schedules to ensure that they are always adequately staffed to handle the level of business.
37. To maintain daily log book and communications board.
38. To submit all guest/staff incident reports.
39. To report "Lost & Found" items, and handle them in accordance to the Policy & Procedures.
40. To ensure that all bar and beverage outlets Operations Manuals are prepared and updated annually.
41. To submit to Food & Beverage Office the following: Monthly Outlets Report, Holiday Review, Monthly Objective Review, Trainer's Report and Entertainment Event Report.
42. To attend weekly Food & Beverage Meeting and Daily Operations Meeting.
43. To provide the Purchasing Department with detailed Product and Purchase Specifications for items used in the bar.
44. To plan and organize never seen before food & beverage promotions, as well as entertainment events, together with the Event Manager.
45. To respond to any changes in the restaurant function as dictated by the .
46. To have a complete understanding of the Income Audit Section in the Operations Manual and Policies & Procedures.
47. To fully support the Departmental Training Function in the Department assigned.
48. To attend all meetings as required by Executive Management.
49. To conduct monthly staff meetings.
50. To prepare and participate in the Monthly Objective Review.
51. Maximize employee productivity and morale within the department and consistently maintain discipline within guidelines and local regulations.
52. Schedule employees in line with varying business levels in order to maximize productivity and minimize payroll costs.



53. To select and recruit suitable employees for the department using prescribed set of policies and procedures.
54. Have a full working knowledge and ability to supervise, train, correct and demonstrate all duties and tasks, in assigned place of work, accordingly to the standards as set.
55. Train employees ensuring that they have the necessary skills to perform their duties with the maximum levels of productivity and efficiency.
56. Conduct annual performance evaluations.
57. To understand and strictly adhere to the Rules & Regulations established in regards to the policy on Fire, Hygiene, and Health & Safety.
58. To ensure that all potential and real hazards are reported and rectified immediately.
59. To have complete understanding of the Employee Handbook and adhere to the regulations contained within.
60. Performs any other duties as assigned by management.

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Personnel Manager:..... Signed: ..... Date: .....



---

## JOB DESCRIPTION

**JOB TITLE:** ASSISTANT BAR MANAGER

**REPORTS TO:** BAR MANAGER

### JOB SUMMARY:

To assist the Bar Manager in managing the Bar and Beverage outlets as a successful independent profit center, ensuring that all functions are successfully executed in a courteous and professional manner ensuring maximum guest satisfaction consistent in accordance with set Standards.

### RESPONSIBILITIES AND DUTIES:

1. To ensure that the bar is managed efficiently according to the established concept statement, providing a courteous, professional, efficient and flexible service at all times, following standards.
2. To conduct daily pre-shift briefings to employees on preparation, service and menu in the absence of the Bar Manager.
3. To assure that the staff entertains the guests in the bar.
4. To assist in training the bartenders in Freestyle, Mixology and cocktails.
5. To approach guests suggesting a cocktail/wine or non-alcoholic beverages and recommending promotional items.
6. To use approved suggestive selling techniques to up sell products with higher profit margin.
7. To maintain a thorough knowledge of beverage recipes and mixing procedures.
8. To inform guests of last call.
9. To maintain proper bar cleanliness.
10. To assist in maintaining responsibility for the set up and cleanliness of entire bar, beverage outlets and adjoining lounge area at all times.
11. To arrange furniture in the bar area as needed.
12. To assist in stocking and ordering all supplies and china-, silver- and glassware.
13. To display beverage selection in an attractive manner.



14. To maintain a thorough knowledge of standard policies and procedures regarding cash handling, check-writing, credit cards, city ledger and customer ledger.
15. To process guest checks accurately.
16. To evaluate bar menu, and gives suggestions for improvement to Bar Manager.
17. To ensure that the bar is stocked with “mise-en-place” and kept clean and tidy at all times.
18. To have thorough knowledge of how to handle intoxicated individuals.
19. To have full knowledge of alcohol and liquor policies and regulations, and complies fully with them.
20. To maintain the bar reservation list, and check the bar reservations list frequently during the shift.
21. To prepare bar business and marketing plan as well as yearly budget together with Bar Manager.
22. To handle guest inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
23. To establish and maintain a good customer relationship with all guests.
24. To ensure that the bar cashiering procedures are strictly adhered to.
25. To assign responsibilities to subordinates, implementing Multi Tasking principle and to check their performance periodically.
26. To ensure that the par stocks for all operating equipment and supplies are strictly adhered to and that the bar is adequately equipped.
27. To assist in conducting monthly inventory checks on all operating equipment and supplies.
28. To assist in controlling the requisitioning, storage and careful use of all operating equipment and supplies.
29. To maintain knowledge of bar/beverage outlets inventory and wine selection to respond properly to guest questions.
30. To assist in the formulation of the Annual Operating Budget in determining bar and beverage outlets projected revenues and expenses, operating equipment and FF&E requirements in line with the compilation of the Annual Business Plan.
31. To assist in analyzing the budget, and take action when required.
32. To assist in the implementation of sales promotions and to take action to increase sales.



33. To strictly adhere to the established operating expenses and that all costs are controlled.
34. In the absence of the Bar Manager :
35. To obtain and account for the correct settlement of all sales.
36. To handle voiding, correcting, changing of restaurant checks in accordance with the prescribed procedures.
37. To account for all guest checks – those used during the shift, those remaining and those voided.
38. To identify and correct any errors.
39. To assist in the training of Food & Beverage Cashiers ensuring that they have the necessary skills to perform their duties with the maximum efficiency.
40. To maintain the Daily Log Book.
41. To assist in planning the bar weekly roster and work schedules to ensure that the bar is adequately staffed to handle the level of business.
42. To maintain the bar/beverages outlets communication board.
43. To submit all guest / staff incident reports.
44. To report “Lost & Found” items and handle them in accordance to the Policy & Procedures.
45. To seek actively to greet and seat guests upon arrival and departure, and ensure that they receive prompt, courteous and efficient service.
46. To ensure that the outlet team projects a warm, professional, modern and trendy welcome image.
47. To liaise and organize with Housekeeping Department that the established cleaning schedules are strictly adhered to, in absence of the Restaurant Manager.
48. To issue repair job orders to ensure the proper maintenance of the outlet, in the absence of the Bar Manager.
49. To stay abreast of applicable liquor laws, rules and restaurant limitations.
50. To provide a courteous and professional service at all times.
51. To maintain a good contact and working relationship with staff in the outlet and all other departments.
52. To attend and contribute to all and departmental staff meetings and trainings.
53. To fully support the Training Coordinator and Events Manager.





54. To have a full working knowledge and capability to supervise, train, correct and demonstrate all duties and tasks in the assigned place of work according to the standards operating procedures.
55. To assign responsibilities to staff members, implementing multi-tasking and periodic performance checks.
56. To assist in the planning the weekly working schedules to ensure that the outlets/sections are adequately staffed to handle the levels of business.
57. Assist in the conducting of annual performance evaluations.
58. To ensure that all employees report for duty punctually wearing the correct uniform and name badge at all times.
59. Assist in the training of the employees ensuring that they have the necessary skills to perform their duties with the maximum levels of productivity and efficiency.
60. To understand and strictly adhere to the Rules & Regulations established in regards to the policy on Fire, Hygiene, and Health & Safety.
61. To ensure that all potential and real hazards are reported and rectified immediately.
62. To have complete understanding of the Employee Handbook and adhere to the regulations contained within.
63. Performs any other duties as assigned by management.

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Department Head:..... Signed: ..... Date: .....

Personnel Manager:..... Signed: ..... Date: .....



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## JOB DESCRIPTION

**JOB TITLE:** BARTENDER

**REPORTS TO:** OUTLET MANAGER

### JOB SUMMARY:

Mix and serve drinks to patrons, directly or through waitstaff.

### RESPONSIBILITIES AND DUTIES:

1. The ability to follow proper payroll and uniform procedures.
2. The ability to handle all monies and keep bank floats from the .
3. The ability to requisition, pick up, verify, and put away all requisitions for beer, juices, soft drinks and food items used for the bar areas.
4. The ability to offer guests of the bar an enjoyable, expertly served beverage experience conforming to standards of excellence for quality, professionalism and friendliness.
5. The ability to stock the bar areas with beer, juices, soft drinks, glassware and condiments.
6. The ability to develop a complete working knowledge of the menu items and their ingredients and preparation.
7. The ability to develop a complete working knowledge of all products served by the bar, i.e. beers, cocktails, specialty drinks, etc.
8. The ability to understand the menu and the daily specials as well as what is not available.
9. The ability to check and recheck the bar during service.
10. The ability to ensure that all details of service are performed properly and that every guest receives the highest quality of service.
11. The ability to utilize the 's computer system ringing up sales, printing checks, closing checks and completing closing readings.
12. The ability to ensure proper pouring, mixing, blending, etc. of drinks.
13. The ability to service all drinks for service bar area, guests and the bar area.
14. The ability to ensure proper service of all food items to guests.



15. The ability to keep the bar area neat and tidy at all times clearing dishes and glassware whenever possible.
16. The ability to ensure that the bar is stocked and all side opening and closing duties are completed.
17. The ability to greet each guest promptly, courteously, graciously with eye contact, a smile and good posture.
18. The ability to change ashtrays, serve cigarettes and wipe down bar area.
19. The ability to answer telephones according to standards and take reservations or provide information regarding the bar or any other service.
20. The ability to recognize and address potential disruptive or undesirable guests.
21. The ability to report any accident immediately, no matter how minor, to a manager.
22. The ability to handle a guest walk out.
23. The ability to respond properly in any emergency or safety situation.
24. The ability to perform other tasks or projects as assigned by management and staff.
25. The ability to carry trays, bus and reset tables with linen, china, glass and silver
26. The ability to ascertain a guest's satisfaction and handle any problem, which may arise informing a manager of the problem and how it was resolved.
27. The ability to recognize regular guests and to greet them by their name.
28. The ability to use guest names for all guests as guest name becomes known.
29. The ability to report for duty 5 minutes before the scheduled time, clean tidy and wearing the correct uniform
30. The ability to supervise and participate in service activities.
31. The ability to present grooming according to the standards.
32. The ability to attend all the training subjects to the service staff and follows all rules and policies of the
33. The ability to be flexible in assisting around different areas of the in response to business and client needs.
34. The ability to handle cash and credit card procedures according to the guidelines of the accounting department

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We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Indonesia.

## **CONFIDENTIALITY**

**The hotel requires that you will not (either during or after your employment), divulge any Information acquired by you about the company, its customers and associated business to any Third party without express authorization from Senior Management of the hotel**

**Since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood That there will be some additional and new attachments in the future as the business will be Increasing and customer's expectations will be even higher, therefore new tasks will Added, as it shall be required.**



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**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee:..... Signed: ..... Date: .....

Department Head:..... Signed: ..... Date: .....

Personnel Manager:..... Signed: ..... Date: .....



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## JOB DESCRIPTION

**JOB TITLE:** BAR WAITER

**REPORTS TO:** BAR MANAGER

### **JOB SUMMARY:**

To executed in a courteous and professional manner ensuring maximum guest satisfaction consistent in accordance with set Standards.

### **RESPONSIBILITIES AND DUTIES:**

1. The ability to follow proper payroll and uniform procedures.
2. The ability to offer guests of the outlet an enjoyable, expertly served beverage/dining experience conforming to standards of excellence for quality, professionalism and friendliness.
3. The ability to anticipate and service of guests' requirements before requests is necessary.
4. The ability to serve and clear food and beverage items in an unobtrusive and professional manner.
5. The ability to be familiar with the beverage service including stemware used and appropriates garnishes.
6. The ability to utilize a "Captain's Pad" correctly and for the sake of communication.
7. The ability to complete opening and closing side work as assigned and has all tables set according to standard.
8. The ability to present menus and explanations for all menu items as well as specials of the day.
9. The ability to present children menus, when appropriate, and describe specials and Alternative Cuisine.
10. The ability to utilize the 's computer system ringing up sales, printing checks, closing checks and completing closing readings.
11. The ability to carry trays, bus and reset tables with linen, china, glass and silver.



12. The ability to change ashtrays, serve cigarettes, crumb tables and offer additional beverages and cigars.
13. The ability to ascertain a guest's satisfaction and handle any problem, which may arise informing a manager of the problem and how it was resolved.
14. The ability to handle a guest walks out.
15. The ability to service all needs for private dining room or private function.
16. The ability to report any accident or guest complaint immediately, no matter how minor, to a manager.
17. The ability to recognize and address potential disruptive or undesirable guests.
18. The ability to respond properly in any emergency or safety situation.
19. The ability to move tables and chairs
20. The ability to breakdown any buffets, displays or side stations when needed
21. The ability to clean service area when needed.
22. The ability to perform other tasks or projects as assigned by management and staff
23. The ability to retrieve and stock all linen, china, silver, glassware and food and beverage items.
24. The ability to provide unobtrusive and professional service.
25. The ability to serve a dish to guests while explaining the contents and preparation.
26. The ability to provide water, bread and butter service throughout the meal to guests.
27. The ability to offer coffee or tea and serve any requested according to ' standards.
28. The ability to report for duty 5 minutes before the scheduled time, clean and tidy and wearing the correct uniform.
29. The ability to carry trays properly and safely as well as breaks them down.
30. The ability to clear tables and reset them for specific number of persons.
31. The ability to provide quick and attentive assistance to any mishap in the restaurant.
32. The ability to sweep/vacuum the floor before a shift if needed.
33. The ability to attends all the training subjects to the service staff and follows all rules and policies of the
34. The ability to be flexible in assisting around different areas of the in response to business and client needs
35. The ability to handle cash and credit card procedures according to the guidelines of the accounting department





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## **BUSINESS ETHICS**

**The Sun Paradise Hotels Management team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

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## **1. Front of House & Restaurant Management KPIs**

- Basket Analysis
- Linen costs – uniforms, aprons etc.
- Front of House Labor %
- FOH Labor hours
- Customer satisfaction.
- Strike Rate
- Total Sales Per Head
- Number of customers – simple! A good measure of popularity.
- Food, Dessert, Beverage Sales per head.
- Seating Efficiency

## **2. Bar & Cellar Management KPIs**

- Stock turnover
- Carrying cost of stock
- Sales / stocktake discrepancies.
- Sales per head.
- Gross Profit on sales
- Average Profit % on Sales
- Stock Value