

Food and Beverage Manager Job Description

Duties and Responsibilities:

- Liaise with chefs to design menus for restaurants, hotels and other food outlets
- Conduct surveys to identify customer requirements and take appropriate steps in ensuring client needs are met
- Develop and implement standards/policies for the delivery of world-class customer service
- Oversee the recruiting, orienting, and training of food and beverage staff to ensure an effective unit
- Monitor the performance and activities of food and beverage staff to ensure compliance with set customer service standards
- Establish communication medium through which customers can send in their feedback
- Oversee the cleaning and upkeep of kitchen, reception and overall work environment
- Set targets and implement strategies necessary in achieving set objectives
- Ensure compliance with all health and safety regulations and procedures
- Designate and schedule work duties to food and beverage staff
- Carry out analysis to determine rates for food and food services
- Oversee the purchase of food items and culinary equipment
- Maintain accurate inventory of food stock and other available items
- Prepare and manage budgets to achieve set objectives and targets
- Assist in addressing customer complaints and resolving arising issues
- Present regular reports to management on work activities and generated revenues
- Review financial records to ensure balanced accounts
- Ensure the quality of produced meals through tasting to confirm flavor.

Food and Beverage Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a food and beverage manager, you require a Bachelor's degree in food service management, hospitality management, or in a similar field. Prior experience in the field of hospitality is also necessary for the food and beverage manager job position
- **Customer Service Skills:** Food and beverage managers are able to interact courteously with clients to ensure their needs and requirements are met
- **Leadership Skills:** They are skilled in coordinating and directing the activities of a food and beverage team to ensure efficient work operations
- **Organizational Skills:** Food and beverage managers are well versed in appropriately delegating and managing food service projects.