JOB DESCRIPTION

Food and Beverage Manager | F&B Department

Company

Delivering a modern interpretation of Vietnamese culture, style and design, Wink Hotels offers an energetic approach to hospitality. By coupling personalized and thoughtful service alongside unique and streamlined experiences, Wink aims to captivate, fascinate, and engage with each guest. Under the parent companies of Indochina Capital, Vietnam's leading real estate, investment and financial services firm since 1999; and Vanguard Hotels, Singapore based hotelier providing quality, affordable, branded hotel products across Southeast Asia since 2008, Indochina Vanguard Hotels Pte. Ltd. was born to launch Wink Hotels in 2018, a vibrant new brand of hotel created for the modern traveler.

Wink Hotels are arriving in the major urban areas of Ho Chi Minh City, Hanoi and Danang and expanding into other areas of Vietnam and beyond.

Culture

At Wink, it's important we cultivate a mindset that celebrates curiosity and empowers individual personalities. Leading by example, hands-on application and peer coaching guide our company ethos of team collaboration and commitment to our communities, from our guests to our colleagues. Sense of belonging, playfulness, passion, personalization and encouragement drive our mission of creating a "community of one."

Job Summary

Food and Beverage Manager is accountable for planning, controlling, coordinating and leading all the aspects of F&B function in Wink properties. F&B manager will work closely with Area Operations Manager, both at the operational and administrative levels, to ensure overall the operation for both kitchen and service team, inventory, menu items, special events and staff training in term of: proper food preparation, alcoholic and non-alcoholic beverage, kitchen safety techniques and best practice. This position is also in charge of the finances related to the whole process of purchasing, inventory, food costing, budgeting and relevant financial reports.

This position reports to the CEO and will work closely with other Department Heads.

Personality & Ethos

- Clear, confident in all means of communications
- Passionate about food and beverage and customer service orientation

- Process-oriented, detail-minded, organized
- Self-motivated, proactive, and takes initiative
- Accountable, responsible, reliable
- Able to stay calm and positive under pressure
- Demonstrates self-esteem, self-management, integrity and honesty
- Analytically minded, decisive, creative and thoughtful problem-solving
- Multi-tasker; manages time and prioritizes effectively
- Thrives in fast-paced, changing environment
- Navigates short-term and long-term planning simultaneously
- Resilient to adversity, adaptable to change
- Able to cascade and explain information in a precise and easy-to-understand way to lower team members
- Embraces diverse cultures and being a team player
- Embraces and drives "Wink" personalization, brand and culture

Responsibilities

- Directing and controlling effectively and efficiently the activities of the F&B function to ensure the implementation of the Wink quality standards, policies and procedures
- Performing the necessary controls in all areas of the F&B function to ensure that quality standards are met
- Regularly meeting with food production team, and bar team to share information and plan special events
- Regularly monitoring the kitchen and service operations on daily basis to ensure that none of the F&B functions are in difficulty
- Concentrating efforts on maximizing the F&B profit and controlling costs
- Managing the business finances to meet budget guidelines while maintaining high quality standards for internal and external customers
- Managing the conceptual aspects of the business accordingly with style of service, ambiance, menu offerings and other unique aspects pertaining to concept vision
- Inspecting, planning and ensuring the F&B functions and outlets are ready for service each day before opening with adequate staff and supplies, and are in compliance to all Wink standards including grooming policy and service standards
- Forecasting and establishing rational annual income and expenditure plans for the F&B functions across Wink properties

- Working closely with the CEO and consultants and ensuring space planning, kitchen design, menu engineering, concept development for future projects are done properly in timely manner
- Maintaining knowledge of local competition and general industry trends
- Maintaining liaison with Sales and Marketing in order to contribute to the periodic marketing plans and activities of Wink
- Ensuring team members having a complete understanding of the F&B menus and service operations flow; doing orientation for new employees, training them on standards, policies and procedures
- Checking daily condition of facility and equipment, ensuring all malfunctions are reported to and followed up with Engineering
- Communicating with all related teams of the hotel on business fluctuations and developments, special guests and groups
- Together with Area Operations Manager, developing and maintaining excellent relationships with guests, regulars and group contacts in order to provide a quality and personalized service
- Providing a personalized follow-up for each client during their stay; ensuring that there is attention in F&B feedback every day and making adjustments accordingly
- Developing and maintaining excellent relationships with suppliers and partners of Wink
- Being brand ambassador of Wink Hotels' brand culture and ensuring that it is understood and respected by the team
- Managing and controlling Food Safety requirements of the business according to local standards
- Working closely with Area Operations Manager to advise and participate in the development of the team through personalized monitoring of each team member and by proposing training actions to improve individual performance
- Conducting recruitment interviews according to the Wink recruitment policy and procedure to ensure that staff are well selected and informed about the department's objectives and Wink brand

Work Experience Requirements

- Above 06 years' experience in F&B and/or hotel operations, at least 03 years as Assistant F&B Manager/F&B Manager/General Restaurant Manager in dynamic hotels/restaurant groups, preferably with pre-opening experience
- Bachelor's degree in Hospitality Management or related fields

- Knowledge and experience in food safety, fire evacuation training and safety & security at work practice
- Creative thinker with the ability to work on own initiative and iterate best practices
- Excellent written and verbal communication skills (verbal, written and comprehension) in both Vietnamese and English, other languages a plus
- Strong leadership and ability to provide on the job training
- Ability to think critically, offer solutions, anticipate problems and provide action plan formulation; provide high level of attention to detail
- Team and knowledge management, system diversities, organizational and team interrelationships at multiple levels
- Computer literacy, knowledge of Microsoft Office applications, Hotel operations systems and POS
- Managerial, numeracy, reporting, decision-making, problem solving