

THE PENINSULA

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JOB DESCRIPTION

<p><u>Job Title:</u> The Lobby Manager</p> <p><u>Department:</u> The Lobby</p> <p><u>Date:</u> February 2017</p>	<p><u>Job Summary:</u></p> <p>The position is accountable for all aspects of the Lobby Restaurant operation. These include profitable running of the restaurant according to company service standards, recruitment and mentoring of staff.</p>
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Hierarchical Structure:

Supervision received from:

Director of Food & Beverage
Asst Dir of Food & Beverage
Food & Beverage Manager

Supervision exercised over:

Asst Restaurant Managers
Lobby Servers
Lobby Bus Attendants
Host Staff

Key Job Tasks & Responsibilities:

Responsibilities:

- To be responsible for all activities of the Lobby Restaurant, which include staff scheduling, delegation of job tasks, monitoring and supervision of service.
- To possess management ability that ensures a successful and profitable handling of the Lobby Restaurant.

- To hire, train, mentor, motivate, supervise and discipline all department employees.
- To initiate and maintain a friendly yet discreet and unobtrusive service in: greeting, seating and waiting on all guests.
- To control reservations and seating of the restaurant with regard to the restaurant's seating capacity.
- To ensure consistency and correct service techniques for all meal periods to be followed by all staff members.
- To understand all food and beverage items ordered, including ingredients, methods of preparation and proper service.
- To have extensive expert knowledge of wines and all other beverages.
- To keep updated with industry trends. To conduct bi-yearly comparative analysis when required.
- To control the stock and ensure availability of all materials and supplies.

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- To control usage of all food and beverage items and appropriate usage of equipment, tools and service equipment.
- To handle and organize all inventories required by the restaurant.
- To utilize the POS system as per policies and procedure in place.
- To observe and maintain daily condition of all physical facilities and equipment in the restaurant, public area and restrooms and make recommendations for corrections and improvement as needed.
- To be able to prepare and post effective employee work schedules to reflect operating forecasts and to ensure that staff is scheduled within the given budgetary parameters set by the hotel.
- To prepare daily and weekly payroll as required.
- To regularly provide and complete performance evaluations for all employees and to make recommendations in regards to career planning and development of individuals.
- To hold a daily meeting with all staff on duty and to attend all other scheduled meetings.
- To conduct daily training and monthly meeting.
- To ensure that employees at all levels of responsibility are treated fairly and consistently to achieve high morale and minimum turnover: promote teamwork and foster harmonious working climate.
- Promote good public relation and handle complaints or guests concerns.
- To frequently communicate with the Chef and Assistant Director of Food & Beverage and to maintain an excellent rapport within the entire Food & Beverage Department to stimulate continuous improvement.
- To communicate with other departments to ensure a supporting team of professionals.
- To ensure a safe working environment for all employees within the restaurant.
- To recognize and address potentially intoxicated, disruptive or undesirable guests.
- To handle and report employee and guest accidents.
- To be able to handle complaints or guests concerns. Using TrackVia to communicate with F&B team as well as the rest of the hotel.
- To respond properly to any hotel emergency.
- To ensure timely submission of Employee of the Month nomination, weekly cleaning schedule, department meeting minutes, month end reports, service standards evaluation, Food and Beverage cover log book and post-promotion debriefing report.
- To handle guest complaints and provide upper management with feedback.
- To ensure weekly cleaning is executed thoroughly.
- To participate in marketing that pertains to the restaurant. Observe industry trends and initiate effective promotions quarterly.

This Job Description is not exhaustive of all job tasks but a guide, and tasks may be added or removed by your immediate supervisor according to changes that may occur in the working environment.

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Job Requirement Specification

<p>Personnel Specification: The individual must poses the following knowledge, skill and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.</p>		
Specification	Essential	Desired
Knowledge & Skills	<p>Must possess a good knowledge of food and beverages.</p> <p>Basic wine knowledge Must display good judgment, financial acumen, fiscal responsibility and business sense. Basic ability to discuss and sell wines.</p>	Extensive food and wine knowledge.
Education, Training Qualifications	4-year college degree	<p>4 year college degree focusing in hospitality</p> <p>Certification in wine is a plus</p>
Experience	<p>Prior mgmt. experience in a 5 star hotel or restaurant</p> <p>Two years fine dining experience</p> <p>2 years of department head experience in an upscale F&B operation</p>	Department head level experience in a 5 star hotel or upper management in a corporate restaurant.
Personality	Outgoing, sociable and well spoken.	Passionate, systematic, methodical, ambitious, determined, resilient, tenacious, curious, relentless, and coachable.
Physical Requirement	<p>Impeccable grooming and excellent presentation.</p> <p>Able to lift 15 lbs.</p>	
Language	Reading, writing and oral proficiency in the English language.	
Other Information	Extremely flexible in their life to accommodate the ever changing business needs of a luxury hotel.	Desire to pursuit a career in Food and Beverage industry

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