

General Manager - CÔTE

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Company: Capella Bangkok

Location: Thailand

Category: other-general

Position Overview

General Manager - COTE is responsible for the quality of the service and the services provided at the restaurant. Oversees the daily coordination of services in accordance with the standards, production procedures and hygiene standards HACCP in force within the Capella Bangkok. The manager must maintain and control a high level of guest service. This is achieved by ensuring consistent and thoughtful service, demonstrated by the restaurant staff. It ensures a quality of reception and a personalized service with our customers. Enforces and proposes the creation to improve the services and to develop the turnover and the profitability of the service. Responsible for the development and accompaniment of the team.

The Role

Provides inspirational leadership, clear vision and direction to team members to ensure delivery of the Capella brand, values and vision, to create an amazing experience for our guests and team members.

Communicates expectations, recognizes performance, and produces consistent desired business results.

Ensures and provides flawless, upscale, professional and high-class guest service experiences as a role model and expertise in all F&B restaurant related matters.

Be an exemplary role model in inspiring team members through strong demonstration of

the Capella Culture and Service Philosophy.

Oversees and manages the daily operations of the designated restaurant and ensures that all team members comply with service standards, departmental policies and operating procedures set by the hotel.

Ensures consistency in providing luxury quality of service, food and beverage to the guests.

To keep up to date with the current trends in the competitive market and assist the Executive Chef in the development of the service and menu pricing strategies.

Is responsible for updating and development of the marketing tools of the service (e.g. menus, special events etc.) in a timely manner.

Supervises the administrative management of the service and restaurant (e.g. mail, glitch, procedures etc.).

Be able to perform all tasks within the department and assists in covering of shifts for team members when necessary.

Is responsible for the accurate financial and budget reporting to the management (e.g. financial objectives, P&L, budgeting, cost management, etc.).

Maintain an up to date knowledge of the hotel daily services, activities, promotion, and event. Effectively communicate and update all team members on any changes to ensure guests receive up-to-date information.

Be knowledgeable of the hotel's offerings, special events or promotions to provide most up-to-date information and accurate information to guests.

Handling complaints and resolving service 'Glitches', keep a record of all feedbacks under the appropriate system. Ensures that the issues are resolved in a timely manner to guests' satisfaction.

Ensure all team members recognizes the importance of LQA and Forbes standards as to deliver excellent audit and service performance.

Analyze guest feedback from direct feedback, comment card or any online reviews and

providing strategic direction to continuously improve overall rating.

Assists the higher management in updating the Standard Operating Procedures in accordance to the hotel standards and business level by suggesting improvements to improve efficiency of work and performance.

Report any issue or damages and breakdowns within working areas and the hotel to ensure a defect-free facilities and service amenities provided.

Is responsible for quality, maintenance and inventory management of materials, goods and operating equipment.

Ensures that the equipment and premises of service is well-maintained and to report any work order issues to the engineering department.

Is responsible for ensuring good communication and coordination between the kitchen and service flow.

Lead the line-up briefings and monthly meetings within the team.

Maintains strong working relationships with other departments to ensure effective communications for operational issues, serves as a role model for inter-departmental collaboration and support

Empower team members to take ownership and responsibility in going beyond to exceed guest expectations. Delegate responsibility and expect accountability and regular feedback.

Monitor performances team members and provide effective performance feedback for improvements, recognition and performance appraisal as due.

Mentor and guide individual team members' growth and identify short to long-term goals to achieve and ensure high colleague engagement and welfare.

Participate in recruitment activities such as interviewing new talents for the departments and succession planning.

Take ownership of individual's growth and be involved in career progression and succession planning of team members.

Proactively identify training needs of team members to ensure enhancement and performance improvement.

Protect the privacy and security of guests and coworkers.

Plan and schedule roster according to business level to optimize resources.

Talent Profile

Qualification o Diploma / Degree in Hospitality specializing in Food and Beverage or Restaurant Management is preferred

Work Experience o 2 - 3 years prior experience is similar role/capacity at luxury hotels/resorts

Technical Skills o Working knowledge of POS systems (e.g. MICROS)

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