

## Accor professions guide : Food and beverage manager (m/f)



### The job in a few points...

- Ensure the high standard of services provided for guests and the attainment of the department's qualitative and quantitative targets
  - Convey the hotel's image and atmosphere through his/her exemplary attitude, warm and friendly welcome, availability and frequent presence in the field
  - Manage and motivate the teams in order to improve sales and the quality of F&B services
  - Improve the department's results by increasing sales and the productivity of F&B points of sale
- Apply on line for the food and beverage manager positions

### This job is doing...

In the most of middle and upscale hotel of the group in the world.



### Testimony of Carlos Campineiro, director of the restoration, Sofitel Sao Paulo.

*"I started my career in the restaurant 35 years ago. I joined Accor in 1998 as an **Executive Master** of hotel Sofitel Sao Paulo in Brazil. I am now **director of the restoration** of this property. With my team and around the world, I will gladly share my passion for my profession and my knowledge of wines. You can reach me on the cross roads of Burgundy or Bordeaux or in a mission in Dubai as wine expert for new teams Sofitel. Smiling and enthusiastic, I want to become a director of Accor hotels and to prepare myself, I integrate the new promotion of the International Hospitality Management Program."*

Personality | Activities | Qualification/Experience | Progression Team spirit

- Guest oriented, outgoing and service minded
- Flexible
- Responsive
- Leadership
- Decisive - Autonomous - Entrepreneurial
- Excellent presentation
- Physical resistance
- Innovative
- Well organised

### **Professional Techniques / Production**

Organise and supervise the preparation of points of sale according to activity forecasts

In conjunction with the head chef, prepare the menus, organise purchases and manage stocks.

Enhance guest satisfaction and check that sales materials are well presented

Prepare or check the work schedules, ensuring that they are consistent with activity forecasts

Prepare the commercial action plan for the department and ensure implementation

Work in close collaboration with the sales department to ensure a high standard of service and satisfaction for meetings customers

### **Management / Sales**

Draw up the department's annual budget in line with hotel strategy

Check inventories that have been carried out

Know the market and customer expectations

Develop team spirit and motivation by creating a good working atmosphere

Take part in or validate recruitments

Help employees improve their skills and provide support for career development

### **Hygiene / Personal Safety / Environment**

Be responsible for keeping the equipment and furniture in good conditions

Ensure machinery works reliably and follows up any technical work

Ensure that all F&B areas are kept clean and that hygiene and food safety standards are respected

Respect and ensure respect of the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc)

Be responsible for the security of people and property in the area under his/her remit

- Diploma or degree in hospitality – food & beverage, professional hospitality degree or hospitality management school and/or anyone eager to work in the sector regardless of their educational background, pending validation of their skills
- At least 5 years' experience in the sector and impeccable knowledge of F&B professions
- Computer literate
- Fluent in the national language, business english (and a 3rd language would be a plus)
- Food and beverage manager in a different brand of Accor, or in a bigger capacity
- Rooms manager (with training)
- International mobility