

**Title:** Food and Beverage Services Manager

**Department:** Food and Beverage (encompassing Wheelers of St James Bar & Restaurant, meeting and event space, in room dining, breakfast)

**Contract:** Full Time, Perm

**Location:** Pullman Liverpool (Kings Dock, L3)

**Tier:** Head of Department

**Salary:** £28,000pa

You will also be eligible for entry in to the organisation's annual bonus scheme plus a generous range of reward and benefits.

## Focus

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Located at Kings Dock on Liverpool's world famous waterfront, boasting an incredible location in the heart of the city this hotel truly is a Jewel in the Accor brand portfolio. Pullman is a stylish and in tune luxury brand with a focus on inspiring a new generation of business travellers and business leaders. Hyper-connected and sophisticated explorers, every day they invent new ways of doing business around the world. The world is their playground and every moment is an opportunity. Their life is a mix of business and pleasure, a balance of efficiency and personal well-being.

As Food and Beverage Services Manager you will report directly to the Hotels Operations Manager and lead the food and beverage team in delivering service throughout all food and beverage service outlets including breakfast, dinner service, meetings and events as well as in room dining. You will play an integral role in upholding and executing the high standards that both Pullman and Wheelers of St James represents. You will endeavour to support the needs of our Guests to ensure an exceptional Guest experience. You will be responsible for championing food and beverage standards within the Wheelers restaurant as well as demonstrating Pullman brand standards in breakfast and meeting and events.

You will need to effortlessly maintain the perfect environment during each shift ensuring your team are attentive to every need of our guests. You'll be required to direct the team through each shift, monitoring quality of the food and drinks we are serving and liaising with customers to ensure that the desired effect is being achieved. You will be expected to promote sales and minimise costs wherever possible. Ideally you will be a self-starter, creative in your approach who will proactively seek to exceed the expectations both of the company and customers. As Food and Beverage services Manager you will deliver a guest experience that is unique and brings the brand to life.

## Main responsibilities

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**As Food and Beverage Services Manager with Pullman Liverpool and Marco Pierre White Wheelers of St. James you will be expected to take ownership and lead in the following tasks to the highest possible standards.**

- Lead and direct the food and beverage teams during service
- Manage staffing costs and budgets on a day-to-day basis.
- Manage meetings and events where required
- Manage and prepare staff rotas and assist in forecasting staffing levels
- Maintain exceptional levels of customer service
- Lead in the recruitment, training and development of the team
- Manage guest queries in a timely and efficient manner
- Pro-actively develop departmental targets and objectives, work schedules, budgets, and policies and procedures.
- Deliver effective communication between the office, reception, accounts and operations teams ensuring successful delivery of all guest requests and requirements.
- To meet with clients and ensure their specific wants and needs are met and accurately cared for through to delivery of their function or event.
- To be sales driven through securing repeat business by exceeding client expectations and supporting the sales team with target leads.
- To assist the marketing department with marketing campaigns, open events and networking
- To deliver concise, clear and thorough service instructions and briefings to the team
- Maximize revenue through upselling opportunities
- To be an ambassador for the organisations brand standards
- Comply with hotel security, fire regulations and all health and safety legislation
- Be present in the Food and Beverage service areas to ensure service and cleanliness standards are maintained at all times
- Utilise leadership skills and motivation techniques to maximise employee productivity and satisfaction.
- Identify training needs and ensure the team receive regular training, including daily skills training, flow eLearning and Marco Pierre White specific training to ensure the team provide consistent, knowledgeable and reliable service
- To adopt clean, tidy and safe working practises to support in the organisations health and safety agenda  
Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc)
- To assist other departments where necessary
- To be committed to ongoing professional development
- To complete any reasonable task as required to by the Hotels Operations Manager

## Core competencies

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To successfully fill this role you should maintain the attitude, behaviours, skills and values that follow:

- At least three years Food and Beverage management experience, preferably in a Luxury branded Hotel or branded restaurant environment.
- Food safety level 2 or above
- Knowledge of quality fresh food
- Experience in supervising a team of 15 plus and has an exceptional drive for building a great team.
- An ability to listen and respond to demanding Guest needs through excellent customer focus skills
- Exceptional leadership, interpersonal and communication skills
- Highly organised
- Positive attitude
- Excellent communication skills with an ability to communicate fluently in English
- Committed to delivering high levels of customer service
- Excellent grooming standards
- Flexibility to respond to a range of different work situations
- Ability to work on your own or in a teams

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

- Able to communicate in a second language
- WSET Level 2 or above
- Passion and knowledge for world wines
- Experience of working with book a table
- Experience of working with Opera 9

**Internal applications please write a detailed covering letter detailing your suitability for the role and accompany with a letter of endorsement for your application from your Line Manager. Internal applicants must be achieving grade 3 or above in their Performance Development Programme**

**External applications please apply with an up to date CV and cover letter sent to Laura Wilcockson, Human Resources Manager [laura.wilcockson@accor.com](mailto:laura.wilcockson@accor.com).**

**Selection will be based on skills, experience and behaviours outlined as a requirement for the role, selected via CV, cover letter, two stage interview process and obtainment of two professional references.**

## Human Resources Privacy Policy

### Our Commitment

As one of our employees, or applicant within our Group, it is our priority to offer you respectful and secure work conditions. **Your trust in Accor Hotels is important to us.**

We recognize that privacy is part of your expectations. Therefore, we have designed and implemented a **Global Human Resources Privacy Policy** which describes how Accor Hotels uses your personal information on the basis of **Accor Hotel's "7 Privacy Principles"** (hereinafter "**Accor Hotels 7 Privacy Principles**") which constitute core principles for Accor Hotels and which therefore apply throughout the Accor Hotels Group (Accor Hotels and its subsidiaries) worldwide. To view the groups Global Human Resources Privacy Policy please visit <https://www.accorhotels.jobs/Pages/Footer/DataPrivacy.aspx>