

Name of the professional figure
Food and Beverage Manager
Where it works
The Food & Beverage Manager is the Head of Food & Beverage Division, a separate division of a hotel. The Food & Beverage Manager works under the direction and supervision of the Hotel Manager.
The activities
The Food & Beverage Manager coordinates and supervises all activities related to hotel catering. He/she plans the budget, takes care of the supply of the raw materials, manages the staff and controls the quality of the food and drinks. The Food & Beverage Manager deals with the economic planning of the area, defines the budget, and estimates the economic resources necessary for the supply of food and beverages. He/she collaborates with the Chef and the Sommelier to choose products, suppliers, dishes, and wines to be included in the menu. He implements hygiene and safety standards in preparing dishes, preserving food and drinks, and table service. Verify that the cleaning and sanitizing procedures of worktops and kitchen equipment are carried out correctly and regularly. He/she also manages stocks, verifies the quantity and expiration date, analyzes the warehouse turnover and places orders from suppliers based on the cooks' requests and the products' actual use. He takes care of the management of the kitchen brigade, restaurant and bar room, ensures sufficient staff for the normal functioning of the activity, coordinates the various departments and responsible, assigns tasks, and manages shifts and replacements. He/she organizes non-organized events, such as buffets, meetings, conferences, themed dinners, etc. Finally, he takes care of the weekly reports on the restaurant's activity to be presented to the management (revenues, seats, participants in the events, etc.) and monitors performance monthly by analyzing the deviations from the budget.
Qualifications
This figure is usually held by university graduates for 4 & 5 stars hotel, college graduates for lower level.
Technical skills
The Housekeeping Manager must have an excellent knowledge of the departments and the entire hotel, as well as of the quality standards the Management provides. He must know the specific procedures and techniques for the operational management of the rooms and other rooms of the hotel, not only concerning aspects related to comfort and hygiene but also concerning the optimization of costs and times. The staff must know perfectly the characteristics of cleaning products to choose the best ones, optimize time and costs and preserve the surfaces on which they will be used. This figure requires knowledge of accounting and administration for budget management, main techniques of personnel management and planning and organization of work. He/she must also know the fundamentals of interior and flower design to offer guests an always welcoming and unique atmosphere.
Computer and linguistic knowledge
This professional figure requires knowledge of English (written and spoken), and general computer skills.
Personality and availability
This figure is completed and characterized by the ability to organize one's work and that of others, to group work, to problem-solving. He/she must be patient, honest, able to control and manage stress, attentive to details, and quick in handling tasks. Having creative and an excellent aesthetic taste will be an advantage. He/she must be available to work after hours and on weekends.