

Internships Thailand

Food & Beverage Internship Description

Job Title: Food & Beverage Management Trainee

Department: Food & Beverage Department

Reports to: Food & Beverage Manager / Director

General Mission

To support the F&B Management team to manage and supervise the administration, restaurants and bars as an independently profitable unit and set performance standards for guest service and to oversee guests dining experience.

Responsibilities and Means

- ❖ Maximizes profitability of the restaurant by increasing turnover and controlling costs. Establishes guest service standard that meet the needs of the target market and are in line with the operating concept of the F&B department.
- ❖ Ensures all operating standards comply with company policies.
- ❖ In charge of the internal merchandising, advertisement and external marketing publication for the F&B in coordination with the F&B team designed.
- ❖ Monitors and analyzes menus and products of competitive restaurants.
- ❖ Provides recommendation to the F&B team regarding future plans and changes.
- ❖ Help to selects & recruits employees with the coordination of the F&B Manager / Director.
- ❖ Plans training programs for the F&B staff.
- ❖ Ensures that the restaurant and kitchen are prepared for service.
- ❖ Prepares staff schedule as per needs of the F&B.
- ❖ Assists with inventory check of operating equipment.
- ❖ Handles guest complaints and follows up.
- ❖ Reviews the revenue and expense statement with the cashiers.



- ❖ Inspects the physical condition of furniture and decorations. Liaises with the Coordinator for maintenance problems and cleaning.
- ❖ Holds periodic meeting to review procedures.
- ❖ Train the F&B staff and instruct on best methods to provide superior service.
- ❖ Ensures the tidiness & cleanliness of the F&B staff.
- ❖ Provides good morale in the section and evaluates all personnel in the F&B.
- ❖ Ensures the general upkeep of the stations and the maintenance of its accessory equipment during assigned shift.
- ❖ To be aware of competitors activities and report to the F&B Manager / Director.
- ❖ To be familiar with F&B environment and apply to company standards.
- ❖ Performs other duties as assigned by the F&B Manager / Director.

Administrative Responsibilities

- ❖ Checks and ensures the timely submission of the daily F&B inventory and par report, against restaurant or bar sales report at the end of each shift.
- ❖ Conducts daily briefing and de-briefing for functions assigned.
- ❖ Prepares effective duty roster to ensure sufficiency of manpower in accordance with volume of business.
- ❖ Establishes two way communications between administration, service & kitchen.
- ❖ Communicates effectively with guests, subordinates, immediate superior and other section directors.
- ❖ Prepares daily cover count and revenue report for the F&B and in case of any function as group, MICE, banquet, wedding, etc.
- ❖ Make a daily F&B briefing, with report of the past day and program of the day.
- ❖ Administer personnel action, on leaves, overtime requests, disciplinary action and commendation.
- ❖ Identifies and solves problems in the F&B in a professional manner. In collaboration with the Outlets Managers, conducting month-end inventory of beverage supplies, operating supplies, food supplies and operating equipment.
- ❖ Reports to the F&B manager/Director and controls breakage and losses.
- ❖ Implements cost savings procedures in electricity, operating supplies and other controllable costs in relation to service operation.

Operational Responsibilities

- ❖ Knows and understands the job description of all positions in F&B overall: functions, service & bar, capable of performing the tasks as required.
- ❖ Knows and understands all the F&B policies and procedures in service & kitchen.
- ❖ Recognises good quality products and presentation.
- ❖ Directs all efforts in the service to maintain the standards established by the restaurants & bars.
- ❖ Follows up in the implementation of truth in menu and advertising.
- ❖ To be knowledgeable on first aid, safety and security procedures.
- ❖ To be knowledgeable in wine service and bar-tending.
- ❖ Follows control procedures in F&B cost and cashiering.
- ❖ Promotes guest satisfaction in the outlets.
- ❖ Maintains grooming standards for all service personnel in the outlets.
- ❖ To be capable of receiving and handling function bookings as banquets equeries and other special arrangements.
- ❖ Knows the requisition point and par stock level for beverage supplies, food supplies, guest supplies, and bar supplies.

Commercial Responsibilities

- ❖ Communicates effectively with guest, clients, government officials and other important individuals to ensure satisfaction in service and product.
- ❖ If requested attends seminars, external meetings, community projects related to the F&B, restaurant & bars industry to improve company image and for the product and service update.

Human Resources Responsibilities

- ❖ Coaches and counsels Restaurant & Bar Managers, supervisors, captains, waiters, waitress, bartenders, etc.
- ❖ Evaluates objectively the performance of all F&B staff.
- ❖ Conducts on-the-job training for F&B staff.
- ❖ Motivates staff to grow within the F&B department.
- ❖ Communicates openly with the service personnel and keeps them informed of all important information to assist them in their jobs.

Relations

- ❖ Reports to F&B Manager/Director.
- ❖ Directs and supervises the activities of the F&B department.
- ❖ Coordinates with Executive Chef for function details, special arrangements and other activities in the F&B department.
- ❖ Interacts with clients, guests, government officials, suppliers and other important individuals in the community in promoting the F&B outlets and the Hotel.