



THE ROYAL PORTFOLIO

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values.

PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

FOOD & BEVERAGE SUPERVISOR THE SILO HOTEL | CAPE TOWN



SCOPE & GENERAL PURPOSE

The Silo F&B Supervisor should demonstrate and ensure the highest level of courteous and efficient service to ensure guests feel welcome and that their needs are attended to at all times during their stay.

MAIN DUTIES & RESPONSIBILITIES

- Plan, supervise and control various operations, working closely and supporting the food and beverage manager.
- Anticipate guests' needs, respond promptly, acknowledge all guests and resolve complaints, ensuring guest satisfaction.
- Constant effective communication with managers and supervisors regarding any guest or staff issues.
- Encourage and motivate staff with a positive attitude.
- Operate POS (point of sale) and maintain security of system.
- Follow the correct cash up and management of bills and house accounts, incl cash and credit card transactions.
- Prepare reports for food and beverage manager.
- Manage waiters, barman and runners by ensuring the smooth running of the floor and that duties are carried out in a professional and timeous manner.
- Maintain excellent product knowledge.
- Prepare weekly staff rosters if need be.
- Conduct service briefings.
- Ensure all front of house staff adhere to the 'company code of conduct' and 'standard operating procedures'
- Monitor staff closely to identify any transgressions throughout service so that these can be addressed immediately.



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It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

CONNECT



To apply for this position please send your CV and a one page covering letter to:
careers@theroyalportfolio.com

FOOD & BEVERAGE SUPERVISOR THE SILO HOTEL | CAPE TOWN

MAIN DUTIES & RESPONSIBILITIES

- Monitor staff service levels to establish any areas that require attention or further training and provide training where required.
- Ensure the correct set up for functions and bookings for the day.
- Ongoing menu and beverage training as well as developing regular tests.
- Assist the food and beverage manager with HR related matters.
- Monitor staff breaks and general time keeping.
- Monitor and authorize staff clock in and clock out procedures.
- Ensure discipline is fair and correct steps are taken.

REQUIREMENTS & QUALIFICATIONS

- Diploma in Hospitality Management or Hotel School qualification will be given preference
- 3-5 years' experience in a luxury hotel & restaurant environment
- A strong grasp of operational systems (Micros POS and Opera) and computer literacy in Microsoft Excel, Word, Power point, Outlook
- Food & Beverage product knowledge
- Strong organizational skills and ability to multitask
- Ability to stay calm under pressure
- A willingness and passion to serve
- Presentable and well groomed
- Ability to work long hours, day and night, including weekends and holidays
- Strong ability to communicate and to read and write in English is essential. Additional languages are a plus
- A passion to learn, teach and drive improvement in employees
- International experience in a similar environment and travelling experience will be advantageous
- Own transport a plus

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