



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

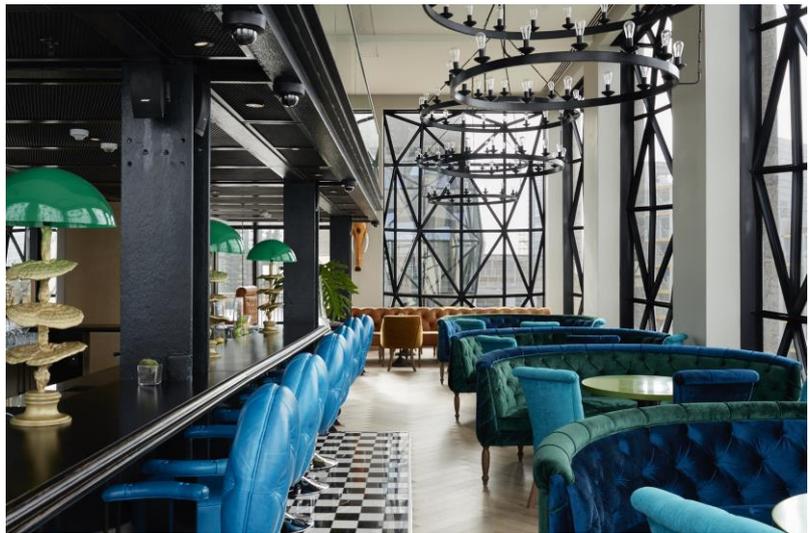
COMPANY

- 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.

ASSISTANT F&B MANAGER THE SILO HOTEL | CAPE TOWN



SCOPE & GENERAL PURPOSE

The Silo F&B Assistant Manager will be responsible for the effective running of The Silo Food and Beverage department.

MAIN DUTIES & RESPONSIBILITIES

- Plan, supervise and control various operations, working closely and supporting the food and beverage manager.
- Constant effective communication with managers and supervisors regarding any guest or staff issues.
- Encourage and motivate staff with a positive attitude.
- 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.
- 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. Maintaining O.E, breakages and monthly counts.
- Developing the staff roster.
- Managing the restaurant supervisor's performance.
- Ensure that checklists and daily duties are consistently followed.
- Follow up with guests about their experiences and manage feedback.



THE ROYAL PORTFOLIO

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

ASSISTANT F&B MANAGER THE SILO HOTEL | CAPE TOWN

MAIN DUTIES & RESPONSIBILITIES

- Managing the daily running of the Food and Beverage department.
- Ongoing menu and beverage training.
- Assist the food and beverage manager with HR related matters.
- Submitting any changes to monthly payroll and recording staff absenteeism.
- Screening of entry level employees.
- Monitor and authorise 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
- 5-8 years' experience in a luxury hotel & restaurant environment
- Minimum 3 years in a similar managing role
- 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 organisational 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

WWW.THEROYALPORTFOLIO.COM