

Food & Beverage Manager

Brand	Crowne Plaza	Salary Range	Competitive
Contract	40 hours per week (FT)	Work location	Birmingham City Centre (B1)
Supports	F&B team	Reports to	Deputy General Manager

What you'll be doing!

An exciting and rare opportunity has opened up at the Crowne Plaza Birmingham City Centre as we require an experienced F&B Manager to join our team immediately. We're looking for a passionate, enthusiastic and driven individual to uphold standards and maximise revenues across our food and beverage outlets. The candidate will be responsible for forecasting, planning and controlling the ordering of food and beverages within the b1 Bar and Restaurant (including Room Service), club lounge and meeting rooms. The successful candidate will have previously managed a large team across various F&B functions (including banqueting). As well as motivating your team to deliver exceptional service you will excite our guests with your industry knowledge and creative thinking.

Who you'll be working for!

There's nothing complicated about dealing with business people. They're just people. Doing business. By day, international marketing superhero. By night: fluffy bath robe and a box set. Like Liz, who's left her laptop cable in the cab. Or Mario, who's secretly missing his cats. The early riser, who's first in the gym. The sales team preparing for the 'big pitch' over a freshly prepared lunch. At Crowne Plaza Hotels and Resorts, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn.

Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engaged & enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- Be **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

What we offer you!

- 28 Days holiday increasing to 33 days after your 5th year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

Main Duties and Responsibilities:

1. Manage all F&B/C&B day to day operations within budget and to highest standards
2. Identify customers' needs on an F&B/C&B front
3. Monitor Heartbeat scores and act on any issues
4. Ensure menus and product offerings are up to date
5. Carry out weekly & monthly stock takes to ensure cellar is balanced
6. Recruit, train & motivate the F&B/C&B team
7. Manage a team of supervisors to ensure collaborative working
8. Establish targets, policies and procedures in the F&B/C&B department
9. Comply with H&S regulations and ensure staff are trained
10. Ensure food & beverage budget is achieved
11. Maintain budgeted liquor GP %

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above.