



PELANGI COFFEE SHOP MANAGER

Reports to : Food and Beverage Manager
EAM Food and Beverage
Supervises : Pelangi Coffee Shop
Room Service

Basic Function:

Responsible for supervising and coordinating the activities of personnel engaged in providing courteous and efficient service to guests ordering Room Service and in the Pelangi Coffee Shop.

Duties and Responsibilities:

1. Supervises and coordinates the activities of personnel.
2. Greets, receives and conducts guests to table when necessary, especially VIPs present menu, suggesting courses and appropriate wines and answering questions regarding food preparation, takes orders and relays them to Captain / staff concerned.
3. Promotes and maintains good public relations with guests.
4. Attend to guest complaints and requests regarding food and service, reports problem to F&B Manager.
5. Trains personnel according to established procedures, conducts regular meetings and briefings to discuss various aspects of food service and preparation, sources of complaints, etc.
6. Maintains logbook-containing number of covers during lunchtime and dinnertime, appraisal of performance of personnel and musicians, complaints and remarks of guests and other important events (daily).
7. Ensure adequacy of supplies and materials approves requisitions for groceries, materials and supplies for submission to superior.
8. Schedules dining reservations and arranges parties for guests.
9. Coordinates with kitchen regarding food and service.
10. Undertakes sales promotional activities such as recommending other hotel outlets or shows to guests, sees to it that personnel undertake such activities.
11. Participates in service when necessary, such as in the preparations of specialty and in serving VIPs.
12. Checks the corridor for trays and other food and beverage paraphernalia.
13. Ensures that grooming and general appearance of personnel conform to hotel standards.
14. Initiates misconduct memoranda, goal report, maintenance orders, spoilage and breakage reports and other inter-office memoranda.
15. Performs duties common to all supervisors and other duties as may be assigned.