



Cardo Hotels - Banquet Supervisor

About Cardo

About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

About Cardo Brand

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self

About the Job

Overall Job Purpose

- The Assistant Restaurant Manager supports the daily restaurant operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods.
- The position ensures the food and beverage/culinary operation meets the brand's target customer needs and satisfaction, ensures employee satisfaction, and assists the Restaurant Manager on growing revenues and maximizing the financial performance of the department.
- Areas of responsibility include Restaurant Dinner, Room Service, and In-Room Dining.
 - Determines training needed to accomplish goals for the evening team, then implements plan.
- Supports manager in handling restaurant and room service inventories.
- The Assistant Restaurant Manager is an adaptable asset to the Food &

Beverage team, showing flexibility to answer operational needs depending on activity. That employee is deployable in any other F&B department were needed or requested .

Principal Accountabilities

Team Leading

- Lead teams in absence of Restaurant Manager in all aspect of service and restaurant management.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Serves as a role model to demonstrate appropriate behaviors.
- Ensures and maintains the productivity level of employees.
- Ensures compliance with all food & beverage policies, standards and procedures by training, supervising, follow-up and hands on management.
- Ensures compliance with food handling and sanitation standards.
- Establishes guidelines so employees understand expectations and parameters.

Ensuring Exceptional Customer Service

- Directs and regular reports to the Restaurant Manager, on team satisfaction, overall performance, input & ideas.
- Encourage and build mutual trust, respect, and cooperation among team members.
- Serve as a role model to demonstrate appropriate behaviors.
- Identify opportunities to increase profits, team satisfaction, cross-departemental cooperation and guest satisfaction.
- Understands employee positions well enough to perform duties in employees' absence.
- Maintains service and sanitation standards in restaurant and room service areas.
- Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.
- Establishes guidelines so employees understand expectations and parameters.
- Ensures staff understands local and national liquor laws.
- Monitors alcohol beverage service in compliance with local laws.
- Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Supports Manager in day-to-day operations, ensures the quality, standards

and meets the expectations of the customers on a daily basis.

- Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations.
- Empowers employees to provide excellent customer service.
- Acts as the guest service role model for the restaurants, sets a good example of excellent customer service and creates a positive atmosphere for guest relations.
- Handles guest problems and complaints.
- Ensures corrective action is taken to continuously improve service results.
- Incorporates guest satisfaction as a component of departmental meetings with a focus on continuous improvement.
- Manages service delivery in outlets to ensure excellent service from point of entry to departure (e.g., greeting from host/hostess, speed of order taking and food and beverage delivery, fulfillment of special requests, collection of payment & invitation to return).
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Strives to improve service performance.
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Analyzes information and evaluating results to choose the best solution and solve problems.

About You

Competencies

- Have a working knowledge of service standards, procedures and techniques for service preparation, service execution and team organisation.
- Skilled communicator with excellent problem solving, observation, and interpersonal skills.
- Committed, proactive assistant restaurant manager who would enjoy work in an exciting, fast-paced environment.
- Great Organizational skills, anticipating needs for exceptional customer satisfaction
- Customer service-oriented
- Excellent team leader

Qualifications, Skills & Experience

- Fluent in either English or French, and good skills in the other, and good knowledge of Dutch is a plus.

- Adaptability - Maintaining performance level under pressure or when experiencing changes or challenges in the workplace.
- Service experience
- Previous hotel business experience
- Experienced in team management, from scheduling to trainings.

<http://cardohotels.com/>