



Cardo Hotels – F&B Manager

About Cardo

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.

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

- **Functions as the strategic business leader of the property's food and beverage/culinary operation, including Restaurants/Bars, Room Service and Banquets/Catering.**
- **Position oversees the development and implementation of departmental strategies and ensures implementation of the brand service strategy and brand initiatives.**
- **The position ensures the food and beverage/culinary operation meets the brand's target customer needs, ensures employee satisfaction, and focuses on growing revenues and maximizing the financial performance of the department.**
- **Develops and implements property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand's target customer and property employees and provides a return on investment.**
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Principal Accountabilities

Developing and Maintaining Food and Beverage/Culinary Goals

1. Set expectations and hold food and beverage leadership team accountable for demonstrating desired service behaviours.
2. Review financial reports and statements to determine how Food and Beverage is performing against budget.
3. Make recommendations for CAPEX funding of food and beverage equipment and renovations in accordance with brand business strategy.
4. Works with food and beverage team to determine areas of concern and develops strategies to improve the department's financial performance.
5. Establish challenging, realistic, and obtainable goals to guide operation and performance.

6. Strive to improve service performance.

Developing and Maintaining Budgets

1. Develop and manage Food and Beverage budget to:
 - Maximize employee productivity and efficiency through flexible scheduling and multitasking,
 - Meet the financial goals as well as the expectations of guests.
 - Proactively manage costs and oversee inventory management.
2. Monitor the department's actual and projected sales to ensure revenue goals are met or exceeded and opportunities are identified and addressed.
3. Ensure cash control and liquor control policies are in place in food & beverage areas and followed by all related employees.
4. Focus on maintaining profit margins without compromising guest or employee satisfaction.

Leading Food and Beverage/Culinary Team

1. Proficiency in developing and executing marketing strategies to promote F&B services. This includes creating promotional campaigns, collaborating with marketing teams, and leveraging digital marketing channels.
2. Experience in conducting market research to identify consumer trends, preferences, and competition, subsequently applying these insights to improve F&B offerings.
3. Experience in creating comprehensive training programs focused on enhancing the skills of F&B staff, including customer service training, menu knowledge, and upholding service standards.
4. A track record of fostering a culture of continuous learning, encouraging staff development, and recognizing exceptional performance within the team.
5. Utilize interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision-making; demonstrates honesty/integrity; leads by example.
6. Encourage and build mutual trust, respect, and cooperation among team members.
7. Achieve and exceed goals including performance goals, budget goals, team goals, etc.
8. Serve as a role model to demonstrate appropriate behaviors.
9. Develop means to improve profit, including estimating cost and benefit, exploring new business opportunities, etc.
10. Identify opportunities to increase profits and create value by challenging existing processes, encouraging innovation, and driving necessary change.
11. Ensure that regular, on-going communication occurs in all areas of food and beverage (e.g., pre-meal briefings, staff meetings, culinary team).
12. Establish and maintain open, collaborative relationships with direct reports and entire food & beverage team. Ensures direct reports do the same for their team.
13. Develop a food and beverage operating strategy that is aligned with the brand's business strategy and leads its execution.
14. Stay aware of market trends and introduce new food and beverage products to meet or exceed customer expectations, generate increased revenue and ensure a competitive position in the market.

Ensuring Exceptional Customer Service

1. Provide services that are above and beyond for customer satisfaction and retention.
2. Improve service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.

3. Review findings from comment cards and guest satisfaction results with F& B team and ensures appropriate corrective action is taken.
4. Review comment cards, guest satisfaction results and other data to identify areas of improvement.
5. Empower employees to provide excellent guest service.
6. Estimate cost and benefit ratio, maintaining balance between profit and service satisfaction.
7. Share plans to take corrective action based on comment cards and guest satisfaction results with property leadership.

Managing and Conducting Human Resource Activities

1. Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
2. Coach and support food & beverage team to effectively manage wages, food & beverage cost and controllable expenses (e.g., restaurant supplies, uniforms, etc.).
3. Hire food & beverage team members who demonstrate strong functional expertise, creativity and entrepreneurial leadership to meet the business needs of the operation.
4. Set goals and expectations for direct reports using the performance review process and holds staff accountable for successful performance.
5. Ensure that expectations and objectives are clearly communicated to subordinates; subordinates are also open to raise questions and/or concerns.
6. Bring issues to the attention of Human Resources as necessary.
7. Ensure employees are treated fairly and equitably.
8. Coach team by providing specific feedback to improve performance.

Additional Responsibilities

1. Knowledge of local and international regulations governing food safety, hygiene standards, alcohol service, and health codes. Ensuring compliance with these regulations to maintain a safe and legal F&B operation.
2. Experience in integrating technology solutions to improve customer experience and operational efficiency.
3. Inform and/or update the executives, the peers, and the subordinates on relevant information in a timely manner.
4. Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
5. Analyze information and evaluate results to choose the best solution and solve problems.
6. Estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned.
7. Order and purchase equipment and supplies.

Qualifications, Skills & Experiences

- Great Organizational skills
- Customer service-oriented
- Excellent interpersonal skills.
- Creative thinking
- Problem solver

- Positive approach
- Fluent in both English and French.
- Strong understanding of food and beverage management, culinary, event management
- Internationally experienced
- Affinity with a more refined lifestyle

Candidate profile

Education and Experience

Minimum 4 years' experience in similar role in comparable property with sizeable rooms and meeting spaces.

Preferred:

- Has demonstrated the ability to always work on behalf of Guests.
- Has demonstrated the ability to work with other Team Members
- Successful track record of working in a collaborative/matrixed environment.

Working Conditions

- Permanent contract (CDI) — full time
- Full reimbursement of STIB/SNCB public transport pass
- Meal vouchers of €10/day worked, eco-vouchers
- Hospitalisation insurance
- Access to internal training and Marriott opportunities

<http://cardohotels.com/>