



DURKIN'S

Duty Manager

Durkin's Bar, Restaurant and Guesthouse / Square One Café is currently recruiting a Duty Manager to join the team.

Primary Objective of the Role:

Responsible for the smooth and efficient running of the Housekeeping and Food & Beverage Outlet operation, ensuring the highest level of guest satisfaction whilst maximising departmental profitability.

Department:

All Departments

Reports to:

Operations Manager / General Manager

Tasks, Duties and Responsibilities:

Administration

- To organise all work scheduling with due regard to business fluctuations in conjunction with the Operations Manager
- To minimise waste of man hours through effective rostering, ensuring no unnecessary casuals or overtime
- To produce and ensure adherence to checklists for daily operation
- To maintain control over absenteeism, holidays, lieu days and overtime and to process all relevant documentation
- To recruit and retain a team of motivated staff in line with personnel specifications
- To manage and control equipment assets
- To requisition and subsequently control all stocks
- Secure the company's stock and property, and ensure all keys are included in the hotel key system
- To participate in all stock inventories at specified times and to be active in controlling all stock in accordance with budget
- Ensure proper stock rotation and par stocks are kept to an adequate level in order to meet business requirements. All stocks to be signed for and secured upon delivery
- Report any defects, damage, theft, breakages or hazards, so ensuring equipment is functioning and well maintained
- To suggest promotions in F&B areas and assist in their coordination
- Ensure departments are working to hotel budgets with regards to staffing, food, crockery, stationary, linen and other costs. Actively seek to increase the department's sales by use of promotions etc



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Operational Duties

- To supervise and coordinate all activities of the Department.
- To ensure the set up and mise en place is performed in accordance with pre-determined standards of operation.
- To ensure all cash/credit card payments are correctly checked before acceptance, and that tight control and security of payments is kept.
- To establish and maintain an efficient food & beverage operation with an emphasis on high class, efficient and courteous service which puts guests first.
- To maintain the bedroom cleanliness to a high standard
- To discipline, motivate and counsel staff.
- To ensure that all staff are aware of the menu and its content.
- To ensure that order taking is carried out according to required standards.
- To ensure that cleaning schedules are established and used correctly.
- To liaise with Operations Manager in respect of VIP set ups and to ensure that VIP orders are handled and delivered according to the hotel standard procedure.
- To periodically spot check orders for the required standard.
- To operate an effective log book with a breakdown of daily figures and remarks about operational problems.
- To ensure standards, refills and billing procedures of minibars are conducted to the required standard.
- React to complaints effectively and positively whilst ensuring necessary action is taken to prevent reoccurrence. All complaints, comments and compliments to be reported to Management.
- To ensure that all staff are smartly dressed and correctly attired in accordance with company standards
- To comply with any reasonable request from Management

Training

- To train all staff to Hotel and Company standards of Food & Beverage Service through a process of continuous on the job training.
- Training, organise and motivate relevant staff, including assisting with the induction and training of all staff
- To maintain and up date departmental training records
- To assist in developing formal training plans and conducting on the job training sessions for the food and beverage employees.
- To assist in the identification of training needs within the assigned Department
- To assist in conducting such functions as:
 - Performance appraisals
 - Coaching and training sessions



DURKIN'S

Communication

- To liaise with other departments to ensure that interdepartmental cooperation is maintained and maximised
- To attend monthly head of department meeting; and to ensure that all staff are briefed on these.
- To conduct monthly communication meetings with all members of staff
- Ensure a good working relationship with suppliers and colleagues in other departments.

Laws, Regulations and Policies

- Follows all applicable laws, especially in regards to food safety and sanitation, and alcohol regulations

Security, Health and Safety

- Ensures that own cash is secure at all times
- Reports any suspicious behaviour of guests and staff to Management
- Ensures all discrepancies in own cash are declared to Management and Controller
- Maintains high confidentiality in regards to guest privacy
- Notifies Management and Executive Housekeeper regarding lost and found objects
- Reports all potential and real hazards appropriately
- Fully understands the hotel's fire, emergency, and bomb procedures
- Knows and complies with all Hotels health and safety procedures
- Follows emergency procedures to provide for the security and safety of guests and employees
- Works in a safe manner that does not harm or injure self or others
- Supports a safe hotel by applying hotel regulations, and adhering to existing laws and regulations
- Anticipates possible and probable hazards and conditions and notifies the Outlet Manager
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct



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Miscellaneous

- Communicates effectively with guests, colleagues, and Management
- Handles difficult situations effectively
- Stays current with activities in the hotel by reviewing the communication log book each shift; updates log book for next shift
- Assists Management when requested
- Attends meetings and training required
- Accepts flexible work schedule necessary for uninterrupted service to hotel guests
- Continuously seeks to endeavour professionalism in own job function
- Follows all applicable laws, especially in regards to food safety and sanitation, and alcohol regulations
- Works pro-actively to minimise complaints from guests
- Stays abreast of applicable liquor laws, hotel rules and limitations
- Checks that all food and beverage sales is registered and paid for appropriately
- Checks rooming and arrival lists to be aware of VIP guests, and uses guest names when appropriate
- Maintains own working area, materials and company property clean, tidy and in good shape; reports defective materials and equipment to Food & Beverage Manager
- Knows Hotel facilities and nearby sights of interest and importance (i.e. hospitals, stations, tourist sights)
- Knows Hotel and corporate marketing and promotional programs
- Knows Corporate clients and clients generating high business volume

This list does not cover any future change in the hotel service standards and work practice.

This document must be read in conjunction with the hotel S.O.P. manual. The S.O.P. will be subject to change from time-to-time, which will therefore affect the job description.

Please email CVs to info@durkins.ie