

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Assistant Outlet Manager	Level:	4
Reporting to:	Outlet Manager	Department:	F&B
Responsible for:	F&B Service	Date:	08/10/2024

OBJECTIVE:

Every Mercure team member is a "Heartist". A "Heartist" represents Mercure's brand and its values, at all times. The Mercure "Heartist" will establish relationships and foremost, the Mercure "Heartist" will deliver an exceptional guest experience and promote the French Elegance.

MAIN DUTIES:

- To prepare schedules for all personnel according to the forecast and within the limits of the staffing guide,
- to ensure adequate manpower at all times and under the guidance of the Outlet Manager.
- To recommend hiring, promotions and dismissal to the Outlet Manager.
- To ensure proper maintenance and cleanliness of all areas of the Outlet.
- To be involved in planning of promotions, beverage purchases and pricing under the supervision of the Outlet Manager.
- To ensure sanitary conditions according to Health codes and Hotel standards.
- To supervise the daily operation under standards fixed by Hotel Management and Outlet Manager.
- To advise and consult with Outlet Manager and Beverage Manager with regards to service bar matters.
- To define training needs and propose training programs in co-relation with Outlet Manager. Continuously trains subordinates to achieve highest professionalism.
- To ensure correct handling of equipment to minimize breakages and losses.
- To inspect all areas daily before opening according to fixed standard checklist and ensures full adherence of the closing duties.
- To enforce and maintain all policies and procedures under the guidance of the Outlet Manager.
- To prepare requisitions for beverages, condiments, general supplies and guest supplies, taking into consideration established par stocks.
- To participate actively in the creation of new drinks, snacks and improve presentations to achieve the overall objectives and propose variations to the Outlet Manager.
- To constantly be aware of the beverage cost of sale.
- To provide consumption data for purchasing purposes in correlation with Beverage Manager.
- To maintain standards specification for all beverages/food & cocktails under the guidance of the Outlet Manager.
- To adhere to fixed grooming standards as per Hotel & Outlet policy.
- To replace the Outlet Manager on her absence as fully in charge of the outlet operation.
- To assist the Outlet Manager in ensuring that full respects of dress code and entrance procedures are fully adhered to.
- To assist the Outlet Manager in ensuring that sound and lighting levels are always adhered to as per fixed standards.

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- To inspect all fridges and bar stores to check expiry dates on all items.
- To ensure correct control of beverage to avoid wastage and spoilage in correlation with Beverage Manager.
- To perform any other duties assigned by the Outlet Manager related to the work.
- If the outlet features live entertainment, to assure the availability of document copies stating the legal approval i.e. NOC's, etc
- To carry out an internal induction and training course, in liaison with the Outlet Manager when a new member of the outlet and Service staff arrives.
- To handle and supervise in cashiering in the outlet and assist the outlet manager in adhering to the cashiering SOP

General Responsibilities

- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
- To generally promote and ensure good inter-departmental relations.
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- To adhere to Company and Hotel rules and regulations at all times.

Occasional Responsibilities

- To report any equipment failures/problems to the Maintenance Department.
- To pass any maintenance requests to the Maintenance Department.
- To participate in any Training/Developments schemes as recommended by senior management.
- To assist the reporting Manager in any task outlined/detailed by him/her.
- To comply with any reasonable request made by management to the best of your ability.

Legal Responsibilities

- To ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.

Working Hours

- You are required to work nine hours per day, inclusive of a one (1) hour break as provided by UAE Labour Law.

Miscellaneous

- <Add additional Responsibilities per the job title *if required*> <Refer to operations manual (SOPs) for details if required>
- All "Heartists" are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All "Heartists" may be assigned to other duties in the hotel as and when required by business levels.

GENERAL DUTIES:

Health and Safety Ensure that all potential and real Hazards are reported immediately and rectified

- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees

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- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

Confidentiality

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

To be fully conversant with:

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short and long term company marketing promotions

NOTE

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

"Heartist" Name:**Head of Department Name:****Date:****Date:****"Heartist" Signature:****Head of Department Signature:**
