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Director of Food & Beverage

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Company: Mandarin Oriental Hotel

Location: İstanbul

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Director of Food & Beverage

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Property / Office:Mandarin Oriental Bosphorus, Istanbul

LocationIstanbul, Turkey

The Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

The Hotel

Mandarin Oriental Bosphorus, Istanbul has become Mandarin Oriental Hotel Group's second hotel in Turkey. The hotel is located on the European side of Istanbul, in the luxurious residential district of Kuruçeşme, right next to the unique Bosphorus.

Redefining luxury with its sophisticated design and architecture inspired by Istanbul's uniquely beautiful mansions and palaces, our hotel is located on the shores of the Bosphorus with two outdoor pools in the city center with lush and generous gardens, 100 spacious rooms and suites with large living spaces, rich Sunday brunches with Turkish and international cuisine, Novikov Restaurant, the international representative of modern Asian and Italian cuisines; Olea & The Bar, offering the most exclusive flavors of Italian cuisine; Hakkasan,

world-renowned for its innovative interpretation of China's traditional Cantonese cuisine; and Bosphorus Lounge, home to delicious snacks and tea-time rituals. The Spa at Mandarin Oriental Bosphorus, Istanbul is the city's most comprehensive health, beauty, and wellness center with 3,500 square meters of The Spa at Mandarin Oriental Bosphorus, Istanbul.

Scope of Position

To take full responsibility for managing all aspects of the Food and Beverage Division.

To manage all day-to-day operational activities within the Food and Beverage Division.

To provide functional assistance and direction to the Food & Beverage operation.

Duties and Responsibilities

To ensure profitability, efficiency and creativity in each Food and Beverage venue including banqueting, outside catering events, and in-room dining.

To partner with Sales & Marketing to increase exposure and coverage of the Food & Beverage venues in various local and international media.

To approve menus, prices, and promotional events for all Food & Beverage venues in order to maximize revenue generating opportunities.

To identify areas for improvement in service and food & beverage quality by reviewing various service quality audit reports, guest comments and guest incident reports, and formulate action plans.

To encourage proactive, efficient, and effective inter-departmental communication and working practices to promote a climate of teamwork, enthusiasm and productivity

To ensure that Mandarin Oriental, Bosphorus grooming, and appearance standards are implemented and maintained to reflect an image of professionalism and care.

To stay attentive to market trends in culinary arts, beverages, and service style for inducing creativity in the operation.

To ensure customer satisfaction from arrival to departure in accordance to standards and procedures manual and the Legendary Quality Experience (LQE).

To meet and greet all VIPs and influential clients and ensure there is follow-up on all discussed

details.

To manage budget of the entire Food & Beverage Division, monitor and control the expenses and ensure that there is no substantial overrun of costs.

To analyze and control food and beverage costs and for achieving financial targets and to accurately forecast financial performance.

To review constantly and control operational costs without reducing quality and guest experience.

To work closely with Finance in reviewing financial performance regularly.

To be part of the Executive Committee team and provides advice and support in decisions and projects relating to the entire resort.

To carry out any other reasonable requests as directed by the Hotel Manager

Language Requirements:

Turkish and English is must, German is preferable.

Advertised 05 Jan 2024 GTB Standard Time

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