

Position Description

TITLE:	Food and Beverage Manager
REPORTING TO:	Chief Operating Officer
LOCATION:	Dubai, United Arab Emirates

POSITION PURPOSE

The Food & Beverage Manager is responsible for the management and growth of the food and beverage offering, delivery and profitability in all our venues. Responsible for ensuring the highest level of customer service by overseeing all aspects of sales, service, service staff, costs, and maintaining excellent supplier and pier relationships across all venues. Ensuring best practice operational and food-safety processes are in place is a must, along with an unwavering commitment to a high-quality experience and level of service.

OUR PURPOSE, VISION & MISSION

Our Purpose

Our core purpose is to... **“Inspire Movement, Self-Expression and Human Connection”**

Our Vision

To be... **“Loved as a regular destination for freestyle fun, progression & development”**

Our Mission

“Bring the Love, Inspire Progression & Grow the Tribe.” This is our call to action for all our BOUNCE team members. Our goal is to create magic moments and a sense of belonging for all guests, every session, every venue, every time.

OUR VALUES

We have a powerful working culture that fuses passion, connectivity, accountability and evolution of the BOUNCE experience.

These are the BOUNCE values:

Passion

- Unleash your free spirit.
- Be your awesome, authentic self.
- Harness your talents and gifts.
- Stand out and shine.

Unity

- We're a tribe. We jump together & we're building a revolution together.
- Talk straight. Talk Often. Embrace diversity. Stay tight.

Accountability

- We need leadership at every level.
- Take charge. Be decisive.
- Follow up and follow through.
- Get the right \$h*t done right.

Keep it fresh

- Be the front runner & game changer.
- Encourage.
- Inspire & be inspired.

KEY ACCOUNTABILITIES

Management and Profit Responsibility

- Be the group lead for Food & Beverage sales, experience, quality and safety.
- Provide leadership and direction to the senior management team relating to everything F&B and secondary spend.
- Work with the COO to establish targets & KPI's for the Food & Beverage segment
- Centrally manage our F&B menu/range across all venues to ensure it meets customer needs and maximises profit.
- Meet key performance metrics and monthly reporting against critical KPI's.
- Weekly and monthly reporting on business results and profitability
- Manage café inventory including the stock ordering & stocktake processes.
- Effectively manage operating costs within budget.
- Lead, develop, mentor and motivate a superior team and tribe capable of dealing with growth, operational challenges and industry dynamics. Ensure performance reviews are undertaken regularly.
- Manage other products as directed by the COO.

Procurement

- Centrally manage the range of F&B products from multiple suppliers for all venues.
- Develop and maintain good relationships with all F&B suppliers.
- Negotiate contracts and pricing agreements to maximise business outcomes.
- Set up accounts for new venues and managing initial ordering.
- Migrate suppliers to the most efficient e-commerce solutions for ordering and settlement.

Operational Day to Day Management

- In conjunction with the Venue Managers, monitor venue F&B sales, operations and customer service.
- Establish BOUNCE policies as appropriate and ensure they are adhered to and implemented in a timely and efficient manner.

Sales and Marketing Responsibility

- Develop a calendar of tactical F&B offers to drive KPI's, working with Marketing and Operations team to execute them effectively.
- Perform market research and analysis of sales trends to identify opportunities for new business and enhancement of existing products and services. Especially as the business seeks to extend its product offering.

Support the recruitment, onboarding, and training of new venue teams

- Work with the People & Culture Manager and Venue Managers to:
 - Play an active role in recruitment process for all F&B positions
 - Assist in the planning and execution of the training
 - Deliver training as required

Occupational Health and Safety

- Ensure best-practice food safety processes are in place for all venues.
- Work with each venue to ensure appropriate food handling and safety training is undertaken for all relevant staff.
- With the Venue Manager, work to obtain all required permits to operate a F&B premise for new venues

Other Duties

Other duties or projects as directed by the COO from time to time.

Values & Behaviours

- Lead by example by living BOUNCE Values on a day to day basis and encourage and help all team members to do the same
- Positively influence and maintain the BOUNCE culture through direct and indirect action as needed
- Take every opportunity to promote the BOUNCE Vision, Purpose and Mission both internally and externally

Food and Beverage Manager Requirements

- Minimum of 4 years experience in the hospitality industry, with an emphasis on food and beverages.
- Culinary or food service management degree is advantageous.
- In-depth knowledge of the food industry.
- Ability to adhere to budgets and meet financial targets.
- Exceptional organizational, leadership, problem-solving, and communication skills.
- Ability to forecast food and beverage needs.
- Great commercial and negotiation skills.
- Excellent customer service skills.
- Great delegation skills.