

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Purpose**

Oversee overall day-to-day operations within various outlets of F&B as assigned.  Maintain an efficient operation of the assigned department and meet guests' expectations for quality of the product and service. Assist F&B outlet managers as requested for long-term planning within each business unit.

**Duties & Responsibilities**

* Support company's philosophy and company culture through the use of Pillars of Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement.
* Support company's philosophy and company culture through the use of Departmental Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement.
* Support company's philosophy and company culture through the use of Guiding Principles and D.E.L.I.G.H.T as part of ensuring Guest Satisfaction and the achievement of our Mission Statement.
* Provide leadership and support for line staff throughout F&B operation.
* Attend pre-conference meetings.
* Assist daily departmental meetings and lead line-ups as needed.
* Communicate all group information/changes to existing information to appropriate hotel colleagues in an accurate and timely manner.
* Maintain an active trace system for guest history on their F&B preferences.
* Audit checks when necessary.

As directed the following additional duties may include but are not limited to:

* Develop monthly and weekly forecast
* Monitor payroll of department
* Review and approve departmental PAFs
* Attend daily communications meeting
* Attend weekly department head meeting
* Attend scheduled food and beverage meetings
* Develop and update menus, as appropriate
* Revise standard and procedures for department, as necessary

**Requirements**

* Reading, writing and oral proficiency in the English language; excellent communication skills required.
* Must be willing to work a flexible schedule in order to accomplish all major responsibilities and tasks including early mornings, late nights, weekends, holidays.
* Must be a self-motivator and motivator of others.
* Must work in a safe, prudent and organized manner.
* Must have mathematical skills, computer software aptitude and some hotel operation knowledge.
* Knowledge of specific hospitality industry applications is desirable (SMS, Opentable, MICROS).
* Must have the ability to relate to all levels of management.
* Must have a minimum of 1-year supervisory experience in a luxury hotel property or upscale/fine dining establishment.
* Must have the ability to handle multiple tasks at one time with superior organizational skills.
* Prior union hotel experience preferred.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.