

**JOB DESCRIPTION**

**Position: Assistant In-Room Dining Manager**

**Department: In Room Dining**

**Reports to: In Room Dining Manager**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 29 hotels and eight residences in 19 countries and territories, with each property reflecting the Group’s oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

**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.

**Strategic Intent**

It is the mission and intent of this position that the incumbent will assist in managing the day to day operation of the in-room dining outlet. The Assistant In-Room Dining Manager will also help in creating a food and beverage experience for guests commensurate to Mandarin Oriental Standards.

**Scope of Position**

The Assistant F&B Manager will oversee overall day-to-day operation. Maintain an efficient operation of the department and meet guests’ expectations for quality of the product and service. Assist IRD Manager in planning a long-term outlook of the Department.

**Organizational Structure**

The Assistant In Room Dining Manager will report to the In Room Dining Manager

**Duties and Supporting Responsibilities**

*Major responsibilities:*

* + - 1. 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
      2. 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
      3. 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.
      4. Provide leadership and support for coordinators, servers, and Private bar agents.
      5. Attend pre-conference meetings
      6. Chair daily departmental meeting
      7. Chair daily event orders
      8. Communicate all group information/changes to existing information to appropriate hotel colleagues in an accurate and timely manner
      9. Maintain an active trace system for guest history on their F&B preferences
      10. Audit checks when necessary
      11. Additional duties include but are not limited to:
* Develop monthly and weekly forecast
* Monitor payroll of department
* Review and approve departmental PAFs
* Assign group delivers and special events to departmental management staff
* 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**

1. Reading, writing and oral proficiency in the English language.
2. Must be willing to work a flexible schedule to accomplish all major responsibilities and tasks.
3. Must be a self-motivator and motivator of others.
4. Must work in a safe, prudent and organized manner.
5. Must have mathematical skills, computer software aptitude and some hotel operation knowledge.
6. Knowledge of specific hospitality industry applications is desirable (SMS, Dometic and MICROS).
7. Must have the ability to relate to all levels of management.
8. Must have a minimum of 1-year F&B management or supervisory experience in a luxury hotel property.
9. Must have the ability to handle multiple tasks at one time.
10. Must have superior organizational skills.
11. Prior experience working in a unionized environment preferred.

**Success Profile for this Role (Hotel Competencies)**

**Customer Focus**

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

**Developing Others**

Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; encourages people to accept developmental moves; will take on those who need help and further development; cooperates with the developmental and talent management system in the organization; is a people builder.

**Drive for Results**

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

**Ethics and Values**

Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

**Integrity and Humility**

Is widely trusted; is seen as a direct, truthful individual; keeps confidences; admits mistakes and flaws. Can get things done quietly without unnecessary noise; is careful to make others comfortable; is authentic; helps others save face in difficult situations; maximizes the contribution of all; encourages the expression of viewpoints from all concerned; is modest and self-effacing; respects the views of others.

**Interpersonal Savvy**

Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

**Developing Self**

Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits. Picks up on the need to change personal, interpersonal, and managerial behavior and seeks feedback.

**Composure**

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

**Directing Others**

Is good at establishing clear directions; sets stretching goals; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.

**Functional and Technical skills**

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

**Building Effective Teams**

Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

**Organizing**

Able to marshal resources (people, funding, material, support and time) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources and time effectively and efficiently; arranges information in a useful manner. Sets clear goals and responsibilities, monitors progress and results.

**Problem Solving**

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers. Makes good decisions based upon a mixture of analysis, wisdom and experience.

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.