

**JOB DESCRIPTION**

**Position: In-Room Dining Manager**

**Department: In-Room Dining**

**Reports to: Director of Food & Beverage**

**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 the In-Room Dining department.  Maintain an efficient operation of all In-Room Dining service and meet guests' expectations for quality of the product as well as execution of service standards. The In Room Dining Manager is also responsible for the successful execution of Club Lounge Food & Beverage and minibar.

The In Room Dining Manager will be overseeing the overall day to day operation, planning, and long term outlook of In Room Dining, minibar, and club lounge food & beverage.

**Duties & Responsibilities**

* Provide leadership and support for In Room Dining assistant manager and colleagues. As well as minibar colleagues and Club Lounge Food & Beverage colleagues.
* Assists with the activities of the Food and Beverage Department to maintain and improve productivity, food quality, service, creativity and merchandising to increase volume, sales and profit.
* Enforces policies with management and schedules for the operation of all restaurants and bars to achieve a productive and profitable result.
* Achieve predetermined profit and productivity objectives and desired standards in food, service, sanitation, creativity, and merchandising and promotion ideas.
* Coordinate testing and experimental projects to upgrade product and procedures.
* Reviews and evaluates regularly the guest satisfaction.
* Review prices, sources of supply, food and beverage sales trends and inventories. Monitors and controls food, beverage labor and other related costs. Establish purchasing and receiving procedures in conjunction with the Purchasing Department.
* Responsible for upholding of food & beverage concepts.
* Attend all pre-conference and post-conference meetings.
* Additional duties include but are not limited to:
  + Assist in development of yearly budget
  + Develop monthly and weekly forecast
  + Monitor payroll of department
  + Attend daily communications meeting
  + Attend weekly department head meeting
  + Revise standard and procedures for department, as necessary
  + Review and approve departmental PAFs
  + Assign group delivers and special events to departmental management staff
  + Attend scheduled food and beverage meetings
  + Develop and update menus, as appropriate

**Requirements**

* Must possess 2+ years supervisory/management experience in the food and beverage division of a luxury hotel property. Those with direct experience with In Room Dining are strongly favored.
* Excellent communication skills with fluency in English required.
* Must be able to work a flexible schedule to include nights, weekends and holidays.
* Must possess a Bachelor's Degree or equivalent in a related field.
* Must be able to stand/walk for extended periods of time while on shift.
* Prior experience managing in a union hospitality environment strongly 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.