



JOB DESCRIPTION

TITLE:	Director of Food & Beverage
DEPARTMENT:	F&B
LOCATION:	Shenzhen World Exhibition & Convention Center, Shenzhen, China
REPORTING TO:	General Manager/President
DIRECT REPORTS:	Executive Chef & team, Stewarding, Warehouse, Logistics, Catering Manager, Restaurant & Retail Manager, Beverage Manager, Cash Room Manager, F&B Assistant

PURPOSE:

The Food & Beverage Director leads and coordinates the entire food and beverage operation at the venue by performing the following duties personally or through subordinates.

KEY ACCOUNTABILITIES:

- Responsible for the delivery of a comprehensive food and beverage programme which includes catering and retail components at a world-class venue with focus on delivering memorable F&B experiences of an international standard with local influences
- Develop and oversee the sub-contracting relationships for the delivery of exceptional F&B experiences
- Develop and implement the F&B concepts for retail areas including restaurant, food halls, cafes and exhibition hall catering
- Market food & beverage services to client target markets
- Create food & beverage sales projections and budgets for venue events
- Develop event work plans including scheduling & ordering, and assigns appropriate duties to subordinates
- Review food and beverage lists submitted by subordinates to determine that sufficient items are ordered weekly
- Oversee F&B operations during event to ensure client satisfaction
- Maintains cost and quality control standards
- Work with the corporate F&B division to seek out and identify suppliers, maximizing pricing benefits and sourcing new products
- Implement financial policies and provide financial audit information and stock figures as required
- Lead the food and beverage team; coaching, motivating and driving for success
- Develop and foster customer-centric attitude amongst the team
- Inspects food service facilities to ensure that equipment and buildings meet

requirements of local health laws and internal regulations

- Analyse information concerning venue operation such as daily food sales, attendance, and staff costs to prepare budget and to maintain cost control of venue operations
- Inspects and tastes prepared foods to maintain quality standards and sanitation regulations

SUPERVISORY RESPONSIBILITIES

Provides overall direction, coordination and evaluation of Shenzhen World Food & Beverage department. Carries out the full spectrum of supervisory responsibilities in accordance with SMG/SMG China's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND WORK EXPERIENCE

- Bachelor degree in Food & Beverage Management or related field preferred
- Minimum 5 years' experience in a food & beverage management level (Director preferred) position
- Experience in a large exhibition, convention center or multi-purpose venue preferred
- Proven track record of exceeding customer service and quality standards required

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication, interpersonal skills and organizational ability
- Ability to handle high levels of pressure and critical decision-making.
- High integrity and openness combined with commitment to good governance.
- Energetic, highly motivated, with an enquiring mind and passion for excellence and innovation in pursuit of business growth and success
- Ability to work with and maintain highly confidential information is required
- Strong customer service orientation
- Good command of English language, both oral and written, required
- Good command of Chinese Mandarin, both oral and written, preferred

COMPUTER KNOWLEDGE

Strong IT skills, including MS Office

CERTIFICATIONS

Must obtain all licenses or permits as required by the country, province or city.

MENTAL DEMANDS

- Ability to work independently, strong organizational skills, initiative, and creativity and flexibility
- Ability to meet hard deadlines
- Ability to multi-task and manage multiple projects

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions.

While performing the duties of this job, the employee is regularly required to sit for long hours and may be required to work indoors and outdoors as required by the function. Must have the physical ability to manoeuver around the venue at times, walking and/or standing up to 6-10 hours daily, as well as the ability to lift in excess of 50 pounds. This position may also be exposed to adverse conditions including inclement weather, noise, fumes, etc.

HOURS OF WORK AND TRAVEL REQUIREMENTS:

Ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

***NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.*