



Job Description – Food and Beverage Operations Manager

Document Control

Position Title: Food and Beverage Operations Manager

Department: Food and Beverage

Reports To: Head of Food and Beverage

Version: 1.0

Job Overview

The Food and Beverage Operations Manager oversees the overall performance, profitability, and guest satisfaction of the food and beverage operations across Grand Royale Group's hotels, restaurants, and event venues. This role ensures operational excellence, cost control, and consistent delivery of exceptional dining experiences that align with the brand's premium hospitality standards.

Key Responsibilities

Operational Management

- Supervise daily F&B operations across multiple outlets, including restaurants, bars, banquets, and room service.
- Monitor service quality, menu execution, and staff performance to ensure premium guest experiences
- Coordinate with chefs, restaurant managers, and bar supervisors to achieve operational goals.
- Ensure compliance with hygiene, food safety, and WHS standards across all venues.

Financial & Performance Management

- Develop and manage departmental budgets, forecasts, and profit and loss statements.
- Monitor key performance indicators, including food cost percentage, labour cost, and revenue per cover.
- Implement cost-saving measures without compromising quality and guest experience.
- Ensure timely financial reporting and alignment with company targets.





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Guest Experience & Quality Control

- Maintain high levels of guest satisfaction through feedback analysis and service improvement.
- Resolve escalated guest concerns promptly and professionally.
- Work with the Head of Marketing to promote F&B offerings and seasonal events.
- Ensure all menus reflect current culinary trends and customer preferences.

Leadership & Team Development

- Lead, train, and mentor outlet managers and service teams.
- Promote a culture of excellence, accountability, and teamwork.
- Conduct regular performance reviews and identify training needs.
- Oversee recruitment and rostering to maintain optimal staffing levels.

Qualifications and Experience

- Bachelor's degree in Hospitality Management, Business, or related discipline.
- Minimum 7 years' experience in F&B management, with at least 3 years in a senior leadership role.
- Strong financial and operational management background.
- Proven experience in multi-outlet or large-scale hospitality operations.
- In-depth knowledge of WHS, food safety, and liquor licensing regulations.

Skills and Competencies

- Excellent leadership and team-building skills.
- Strong analytical and problem-solving abilities.
- Outstanding communication and interpersonal skills.
- Financial acumen with the ability to manage budgets and KPIs.
- Creativity and passion for culinary and beverage innovation.

Working Conditions

This is a full-time leadership position based at Grand Royale Group's hospitality venues in Gold Coast, Queensland. The role involves flexible hours, including weekends, evenings, and public holidays, depending on operational demands.





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Key Performance Indicators (KPIs)

- Food Cost Percentage (target: $\leq 30\%$).
- Labour Cost Percentage (target: $\leq 25\%$).
- Guest Satisfaction Score (target: $\geq 90\%$).
- Table Turnover Rate (target: ≥ 2.5 turns per service period)
- Revenue per Cover (target: continuous monthly growth).
- Compliance Audit Score (target: 100%).
- Employee Retention Rate (target: $\geq 85\%$).

Company Values and Culture

Grand Royale Group values excellence, collaboration, and customer delight in every aspect of hospitality. The organisation promotes teamwork, creativity, and integrity in delivering superior dining experiences that reflect the brand's reputation for quality and service.

Career Path

This position provides career progression into senior executive roles such as Head of Food and Beverage or Director of Operations within Grand Royale Group or other prestigious hospitality organisations.

