

ROOM SERVICE MANAGER

Job Title:

Room Service Manager

Place of Work:

A hotel

Scope and General Purpose:

To supervise and control all room service areas, ensuring that service is prompt, professional and courteous, to the standards laid down by the company and within agreed budgetary limits.

Responsible to:

General Manager

Food and Beverage Manager

Responsible for:

Head Waiters

Waiters

Liases with:

Housekeeper

Front Office Manager

Maintenance Manager

Security Manager

Head Chef

Main Duties:

- To ensure that the budgeted profit of the department is maintained, analyze financial results and take the appropriate action in areas of poor performance.
- To ensure that orders are taken correctly, courteously and actioned without delay.
- To ensure that trays and trolleys are correctly and attractively laid up.
- To ensure sufficient mise-en-place to facilitate fast expedition of orders, particularly during peak periods.
- To prepare duty rosters and ensure that correct manning levels are maintained and work is evenly distributed.
- To ensure that staff are clean, correctly and smartly dressed at all times.
- To be totally familiar with daily functions and ensure that all necessary arrangements are made:
 - Normal furniture removed when necessary.
 - Special cleaning arrangements.
 - All necessary equipment in position, i.e. tables, chairs, portable bains-marie, hot plates, etc.

- Correct table setting and appointments.
- To ensure that only well-trained and experienced staff are on duty at functions.
- To ensure that all used equipment is returned to its correct storage place, once the function is over.
- To ensure that trays and trolleys are removed from corridors, etc.
- To ensure that all floor service kitchens and the equipment therein are properly cleaned and that hygiene standards comply with statutory and company standards.
- To ensure that any faults or defects are reported to the Maintenance Manager and actioned promptly.
- To ensure maximum security of all areas under your control, paying particular attention to valuable assets, e.g. silverware.
- To ensure that the service of all meals, snacks and beverages is impeccable and in keeping with the required standards of the establishment.
- To ensure that cash or a signed bill is received for each order despatched.
- To ensure that cashing-up procedures are strictly adhered to.
- To ensure that all administrative procedures, including salary variations, are completed correctly and submitted timeously.
- To ensure that attendance registers are completed daily and in accordance with statutory requirements.
- To ensure that all stocks and supplies are timeously requested, correct stock levels maintained and stock stored under optimum conditions.
- To ensure regular stocktaking of all commodities and operating equipment at specified intervals.
- To ensure that operating equipment is used properly and not abused.
- To be aware of all statutory regulations affecting safety and ensure that any safety hazard is rectified.
- To ensure fair and equitable discipline is effected.
- To investigate and action the causes of staff grievances.
- To ensure effective communications by attending meetings as required and holding regular departmental meetings to impart information.
- To hold regular on-the-job training and coaching sessions to ensure that staff can perform their duties correctly.
- To ensure that VIP's are timeously identified and that their presence is known to all staff.
- To maintain a daily report of events and complaints, also noting what action was taken.
- To ensure that all staff are security conscious and report any strangers to security immediately (prostitution, etc).
- To administer in a fair and equitable manner.
- To hold regular performance appraisals, identify areas for development and training, and ensure that this training is carried out.
- To prepare, on the required format, all information necessary for budgeting purposes.