



Captain (Element)

Amara Singapore

Date Posted:20 April 2017

Apply By:20 May 2017

| **Department:** F&B Service

| **Employment Type:** Full Time

JOB SUMMARY:

To work closely with the supervisor to monitor and lead the team of F&B service providers, including waiters, waitresses and trainees, in any assigned outlet. To ensure that all guests/customers are accorded the best possible quality of service and attention.

RESPONSIBILITIES:

1. To guide, work with and motivate the team of service providers rostered for a specific shift in that assigned outlet.
 2. To train and monitor the performance of new service providers. Provide them with immediate attention and assistance to ensure that they are properly inducted into their jobs.
 3. To ensure that standardised procedures, rules and regulations for all aspect of customer service are laid down systematically, in all F&B outlets, for uniformity and in conformity with Company's policies.
 4. Be aware of the plan for the day's activities in the assigned outlet, pertaining to scheduling of service employees, station and task assignment.
 5. Be punctual, efficient and alert, neatly dressed in the prescribed uniform.
 6. To attend all staff training programmes assigned, meetings and make suggestions pertaining to service improvement, more efficient work flow and cost savings.
 7. Actively participate in the preparation of daily specials and food promotion in all F&B outlets.
 8. Be aware of promotional packages, festive specials and recommend or upsell at every opportunity.
 9. Possess a thorough knowledge of the menu and wine list.
 10. To ensure that service standards are strictly adhered to within the assigned outlet and basic courtesies are accorded to all guests/customers at all times.
 11. To assist Supervisor, Assistant Manager and Outlet Manager to the best of his ability and take charge of his assigned duties independently within the assigned outlet.
 12. To ensure that the dining area in the assigned outlet is kept clean and neat at all times.
 13. To ensure that all side-station within the assigned outlet are properly stocked with the necessary operating equipment and mis-en-place.
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14. To perform all duties common to both supervisors and service providers and other duties as may be assigned by the Assistant Manager and Outlet Manager.

Others

1. Adhoc projects as assigned by Manager/Supervisor.

JOB REQUIREMENTS:

1. Support and uphold the company mission, vision and values.
2. Demonstrate and be perceived as a role model.
3. Have a creative and innovative approach to enhance work processes and make the Property the preferred Employer of Choice.
4. Maintain highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
5. Perform tasks independently or with minimum supervision.
6. Demonstrate a good working relationship with other departments with a high level of communication and co-operation in the interests of service and overall improvement in the working conditions at the Hotel.

QUALIFICATIONS & EXPERIENCE:

1. Minimum equivalent of GCE 'N' level.
2. Certificate in F&B service at SHATEC.
3. Minimum 1 year working experience in a fast-paced restaurant in the same capacity.
4. Must have sound knowledge of food & beverage products.
5. Must have refined skill in public relation.
6. Strong customer handling skills
7. Good leadership / communication skills and need good manual dexterity.
8. Must have refined skill in public relation.
9. Presentable, well groomed with leadership quality.
10. Good organization / co-ordination skills.
11. Pleasant personality.
12. Strong team player, whilst still having the ability to work independently.

13. Ability to multi-task in a demanding environment.

SPECIAL REQUIREMENTS:

1. Willingness to work on shifts (including weekends and Public Holidays).

Interested applicants may email their resume to Career.sg@amarahotels.com