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## **OPERATIONS MANAGER**

Department: F&B

Reporting to: Executive Director

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# THE **F**ACTORY

CONTEMPORARY ARTS CENTRE

## **SCOPE:**

To maximize guest satisfaction and food and beverage profitability by managing all restaurants, bars, kitchens and their staff. By maintaining brand concept and identity through high team standards, promotions in conjunction with Marketing, liaison with all the teams with regards to PR & Advertising, and developing menus alongside the Head Chef and Director. All work carried out should be in line with the company's business plan, the departmental business plan, corporate guidelines and brand concept and work together with the Director.

## **MAIN RESPONSIBILITIES :**

- Maintaining brand and concept identity.
- Ensuring the concept is enforced, employees are trained to the required standard and consistently meets the standard.
- Working with the Director, Head Chef and Supervisors to develop and present new dishes and cocktails.
- To ensure individual outlet inspections, monitoring and evaluating service and food standards, liaising with PR & Marketing, holding action plan management meetings.
- Completing monthly food & beverage audits with chefs and managers;
- Ensuring all glassware, crockery and collateral used are in accordance to companies Brand Standards.
- People Management.
- Accepts flexible work schedule necessary for uninterrupted service to the companies guests and owners.
- Maintains own working area, materials and company property clean, tidy and in good shape, reports defective materials and equipment to the appropriate individuals.
- Managing all operational activities of company;
- Checks cleanliness of sites and ensures Kitchens are clean and health and safety requirements met.
- Achieving company revenue goals by executing PR and Marketing strategies as established in the business plan
- Responsible for the profit and loss and analysis of daily figures in conjunction with the Director.
- Nominated suppliers being used and any changes to be discussed and agreed with Director.
- Be creative, promote and execute strong guest relations with regulars and VIP guests.
- Liaise with PR and Marketing to market group portfolio in order to maximize sales.
- Ensures that prices and portions are offered in accordance with companies profit objectives.

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- Liaise with the key suppliers for monthly promotions.
  - Seek feedback and checks regularly to ensure guests have received efficient, knowledgeable and courteous service, and high quality products;
  - Follows up with Managers to ensure a high guest satisfaction score; measures these results and establishes strategies to improve the quality of all guest experience.
  - Monitors present and future trends, practices and systems to ensure that the brand is competitive in the market place;
  - Utilizes leadership skills and motivation to maximize employee productivity and satisfaction.
  - Challenges employees to achieve optimum revenue service per employee;
  - Monitors department's overall service, interaction with other departments, and team work and takes action to improve.
  - Ensures that all potential and real hazards are reported and reduced immediately.
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- The security and safety of guests and employees.
  - Ensures that employees work in a safe manner that does not harm or injure self or others.
  - Stimulates and encourages a general awareness of health and safety;
  - Anticipates possible and probable hazards and conditions and either correct them or takes action to prevent them from happening.
  - Ensures that the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct is maintained all employees in the department.
  - Any other reasonable duties required by the business.

## **PERSONAL RESPONSIBILITIES:**

- To be flexible in attitude, approach and in working hours.
- To report for duty on time.
- Team player.
- Must be honest and confidential.
- Attending meetings as required.
- Effectively prioritize and manage a multi-faceted and changing workload.
- In accordance with the Executive Director, determine ways to reduce the company's carbon footprint, improve sustainability, recycling, and favor the use of local and fair trade suppliers wherever possible.

## **BEHAVIOURAL COMPETENCES:**

Calm, self-motivated, positive attitude, confident, open minded, willing to learn, good communication skills, innovative, self-starter, contributor

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## **GENERAL RESPONSIBILITIES:**

To be fully aware:

- Company's fire procedures.
- Company's facilities and opportunities to promote these to customers.
- Company's and your departmental operational standards.
- Customer service standards.
- Company performance and conduct guidelines, policies and procedures.
- To attend all fire, health and safety, training as requested.
- To attend all training sessions and meetings as requested.
- To work in a safe manner at all times, to ensure personal safety and the safety of colleagues and visitors to the restaurants and report anything that may jeopardise any safety matter.

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