



JOB DESCRIPTION

Position Title	:	Hotel F&B Admin
Department	:	Commercial
Grade	:	7
Contract Type	:	Limited

Scope of work (JOB PURPOSE)

This is a varied and busy role focused on providing co-ordination and administrative support to the Hotel F&B Operations. The Hotel F&B Admin assists the Hotel F&B Manager & Hotel Executive Chef (or most senior role) to coordinate all different areas of the Hotel F&B Department to guarantee a professional flow of all operations within the department.

Main Responsibilities

Job Responsibility

- Provide general administrative support to the Hotel F&B Department
- Provide general clerical and project based administrative support
- Assist with preparation of department reports and presentations
- Good communication skills with the team
- Co-ordination with Procurement and vendors on store supplies and placing orders where necessary
- Ensure that the department's processes are in line with company requirements
- Any other duties as may reasonably be requested by the management team
- Other analysis and follow-up as required by the Hotel F&B Department.

Administrative Support:

Maintain the office on a day to day basis. Assist the Hotel F&B Department in scheduling meetings, making travel plans, arranging conferences, facilitating internal and external communications, preparing correspondence and reports, and maintaining data, records and files. Tracks budgets, expenditures, and project status. Develops and implements administrative support systems to improve productivity and operational effectiveness.

Operational Support:

Coordinates daily replacements for all Hotel F&B Department outlet locations as needed and assists in moving labor throughout the day. Assist in tracking and scheduling MCs, maintaining records and preparing reports. Collects data, prepares statistical reports, charts and graphs, presentations, and tracks department performance measures. Serves as a point of contact for visitors, park MCs, time clocks for time and attendance reporting, and as a key contact in the event of emergency. Communicates, coordinates and facilitates response to Hotel F&B Department operation needs; tracks and follows up as necessary to ensure closure.

Disclaimer: Job descriptions are not exhaustive, and the job holder may be required to undertake duties which are in line with but not limited to the above responsibilities

**Merchandising Support:**

Management and housekeeping of the Hotel F&B Department shared drive on the network, ensuring reports are received and posted by deadlines. Updating and maintaining store sales and reporting information, fax and process merchandise purchase orders and vendor communications.

General Office Support:

Maintain office supplies, stationery, forms, keys, tools and facilities equipment (two-way radios, pagers, etc). Provides general office support, including copying, faxing, distributing incoming mail and processing outgoing mail.

Customer Service:

Handling customer inquiries. Dealing with customer letters/comments/ complaints and being Hotel F&B Department customer liaison.

Human Resources and Payroll Support:

Maintains attendance records, assists in payroll support activities, and provides administrative support for performance reviews and other MC status changes.

Key Skills

- Strong administration skills
- Able to focus and prioritize
- Fluent English in both oral and written
- Excel experience including a high level of understanding for figures.
- Organized and able to multi-task
- Previous work experience in Hospitality or Theme Park
- Good communication skills
- Excellent understanding on culture awareness PC Literate: Microsoft Office
- Must be willing to work flexible hours, including evenings and weekends to support park operations.

Health & Safety

Managers/Supervisors are responsible for all aspects of Health, Safety & Security within their department, in line with the Group Policy (HS001). They must ensure that risk assessments have been carried out, that safe working procedures are in place for all work activities and that all employees under their management are aware of the Group Health, Safety and Security Policy and their obligations under it. They must ensure that safe working practices are monitored, and that risk assessments and procedures are reviewed regularly. Where incidents do occur, they must ensure that they are investigated appropriately and that where necessary, corrective action is taken to ensure that such incidents are not repeated

Qualifications, Experience, & Skills

Preferable High School Diploma and experience as admin assistant for at least one year or above years
This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

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Job-Specific Skills:

- Advanced communication skills, written and verbal required. Being able to use written and spoken skills to explain tasks and give reasoning and directions effectively.
- Strong Leadership to motivate and engage with team members and management
- Problem Solving and solutions; Guests, Suppliers, Internal
- Management Skills; Costs, Schedules, Team Deployment
- Proactive
- Interpersonal skills and the ability to work with a diverse team of assistants, team leaders, cooks, managers, servers and senior members of the resort management team.
- Team Player
- Organization
- Sales
- Dependability
- Time management
- Have a good understanding of inventory management systems
- Financial Understanding
- Self-Motivated

Additional Experience

- Ability to stand for prolonged periods of time.
- Intermittent and prolonged standing and walking to move about the park site and to interact with guests and other employees.
- Ability to lift and move up to 12kg, and in some cases to do so repetitively.
- Ability to lift and move up to 12kg over your head occasionally
- Various inside and outside locations with varying temperatures and floor surfaces.
- Must be willing to work flexible hours, including evenings, weekends and holidays to support park operations.
- Must conform to park wardrobe and grooming guidelines.

Job Dimensions	
Immediate Superior	Hotel F&B Manager
Immediate Subordinates	None.

To Apply Please email your CV and Covering letter to poonam.suri@legoland.ae

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