

DINING ROOM MANAGER

CONTRACT	15 June to 31 July 2020 (possibility to extend 1 or 2 weeks) Temporary paid working contract, 100%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service coordinating all Dining Room services at the Caux Conference and Seminar Centre. The Dining Room Manager's accommodating hospitality skills ensure that all guests have a pleasant dining experience. The Dining Room Manager is responsible for the effective running of the Dining Room as well as other outlets of Food& Beverage.
REPORTS TO	F&B Manager

Established in 1946, Initiatives of Change Switzerland organizes and coordinates the Caux Forum, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

AREAS OF RESPONSIBILITY

The Dining Room Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within the Dining Room team, based on the core values of respect for human dignity, truth, solidarity and care.

In relation to this, important aspects of this role are to

- Facilitate the leadership development of the Dining Room and Buffet team
- Enable Caux Forum and Caux Hub participants serving in the Dining Room to experience community in service

Coordinating and planning

- Assist the F&B Manager in his/her daily tasks and cooperate closely with the Buffet Manager
- Take an active and solution-oriented part in the weekly meeting and daily briefings
- Assist the F&B Manager in the weekly planning for the Dining Room and all other F&B outlets
- Have an overall view at all times of the operations taking place in the various F&B areas
- Coordinate special events and special requests with the F&B Manager
- Implement the operational manual for all Dining Room & Buffet related activities
- Participate actively in the set-up and clear-up operations before and after the Caux Forum and Caux Hub

Supervising and training

- Lead and care for the Dining Room team members: these will be about 12 young people from different countries who are part of the Caux Peace and Leadership Programme, and who have chosen to apply their training practically in dining room services, for several hours per day. They may not necessarily have any experience in the field of hospitality.
- Train, coach, provide feed-back to and support the Dining Room team, with the F&B Manager's supervision
- Make sure that the Dining Room team takes responsibility and completes its duties to satisfaction
- Carry out occupational health and safety training for anyone serving in the dining room; ensure that health and safety practices are followed and standards are maintained

Creating an enjoyable dining experience for all guests

- Assure that all the guests' F&B areas are cleaned by the F&B team members, provide active help if necessary in any other areas
- Assure daily set up and clear up of the Dining Room, Terrace, morning Coffee Breaks, Tea Salon and Coffee Beans
- Welcome guests when they arrive in the dining areas, bid farewell when they leave
- Ensure that the guest's expectations are met satisfactory at all Food & Beverage outlets
- Handle guests' requests personally and/or refer as appropriate

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have good leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- F&B experience in a team-leading position: previous dining room leadership or experience at Caux is a plus but not mandatory
- Experience of training largely inexperienced young people is an advantage
- English (fluent), French or German and any other languages are a plus
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Solution-oriented and very good coordination and communication skills
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

HOW TO APPLY

Send a cover letter and attach a CV updated with any relevant training experience in the fields of hospitality by email to hr@caux.ch, by 1 March 2020.