

Position title	HEAD SOMMELIER
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Department : Food and Beverage

Position reports to : Food & Beverage Manager, Food & Beverage Service Manager

Responsible for : Sommelier

PURPOSE OF POSITION

The Head Sommelier will be responsible for the operational management of all wines in the Hotel and will ensure that all guests (internal and external of the Hotel) receive the highest possible standards of service, through the effective development, management and leadership of the Hotel' human resources, equipment and provisions; the Head Sommelier will also be pro-active in maintaining and/or improving the wine operations profitability in accordance with the Hotel policies, procedures and standards.

KEY ACCOUNTABILITIES

- Ensure the daily supervision of all subordinates ensuring that their working times, grooming, clothing, actions, duties and opening & closing duties, set ups, cleanings and other before, during and after preparations, are completed in accordance with the pre-set procedures,
- Work closely with the other Sommeliers from the restaurants as well as the wine-contacts and/or agents of the branded restaurants on the search, selection and purchase of wines and after dinner drinks from around the world, as well as on the creation/maintenance/review of the wine lists in all F&B outlets in line with current trends and customer base to achieve maximum guest satisfaction, profit, prestige and trade recognition,
- Work closely with the Stores personnel and Purchasing to create, maintain and develop all stocks,
- Co-ordinate resources to ensure that all possible wine issues are efficiently resolved,
- Establish targets, KPI's, schedules, policies and procedures ensuring the achievement of the set objectives and tasks as well as the efficient and effective running of all wine operations,
- Preserve excellent levels of internal and external customer service; attend to guests; sense, identify and anticipate their needs; quickly respond to maximum satisfaction; seek/action/learn from guest feedback; develop/maintain the files of compiled guest preferences, and report upward and downward should someone not be content with their experience,
- Have a complete understanding of all wine and after dinner drinks operations, the various branded restaurants' concept guidelines and wine related pre-set procedures, the geographical layout and the exact whereabouts and functioning of all equipment of an operational nature,
- Ensure that all wine and various drinks service provided in all F&B outlets is of the highest standards; ensure the training of employees so they demonstrate thorough knowledge and ability in: the execution of all correct standards following the restaurants' concept guidelines and pre-set procedures, the steps of service, their required daily work, the etiquette while dealing with guests and people, wines, various drinks, after dinner drinks, wine vintages, events, limited items, including ingredients, origins, combinations, methods of preparation, presentation, delivery, cleanliness and service; monitor and strive for continuous improvement at all times,
- Support all managers in developing wine and various drinks sales in their departments; ensure all subordinates confidently communicate, merchandise and recommend all products to guests using up-selling skills or other sales techniques to maximise revenues/meet sales targets, and that they advise on matching menu items and guest preferences,
- Share their wine knowledge, organise wine tastings/trainings/workshops/incentives/supplier trainings and encourage the teams to develop their wine knowledge,
- Manage other daily duties: assist with events in the sales of wines; be in touch with VIP and repeat guests; plan and forecast; assist in responding efficiently to customer complaints; ensure all team members use the standard jigger for measuring spirits/wine, all with care and in accordance with the pre-set procedures,
- Monitor the restaurants and bars activities by being available and participating in the service, operations and inspections, be vigilantly attentive to details, produce quality and standards,
- Keep their workstation well organised and neat, report any issues to superiors,
- Assist with stock counts and ensure that at all times the F&B outlets and staff have adequate supplies of equipment, resources and provisions,
- Ensure that new orders are in line with costs and business levels; and that strict control and cost control measures are adhered to in terms of deliveries, handling, storage and stock rotation,
- Report on management regarding financial results and productivity,

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- Ensure that all costs, revenues and margins meet Hotel targets, identify the trends/reasons, monitor price fluctuations, liaise with the superiors, make suggestions and take appropriate action,
- Communicate cost issues/financial status to work colleagues in order to increase involvement and commitment,
- Inspect all appropriate front and back areas daily to ensure upmost cleanliness, physical condition and functioning equipment,
- Assist in carrying out market/competitors' analysis, market needs and trends,
- Implement the Hotel' sales, promotions and entertainment plan, and contribute to new ideas,

GENERAL

- Follow the Hotel's internal operating regulations as per the Employee's Handbook,
- Use all correct standards and methods of service as stated in the Hotel's operations manuals,
- Follow the staff rotas in accordance with business levels; inform their superior should there be any problems with their scheduled working hours,
- Inform their superior when leaving their station/work area for breaks and at end of shift,
- Report for duty punctually, wearing the correct uniform and perfectly groomed at all times,
- Ensure that all checklists and other logbooks are completed, signed and archived daily,
- Provide a professional, courteous and efficient service to guests and visitors at all times,
- Maintain a good rapport and working relationship with all team members and suppliers,
- Perform the duties with maximum efficiency and in the most productive manner,
- Assist in the training and development of new recruits/colleagues/subordinates ensuring that they have the skills to perform their duties in the most professional and productive manner,
- Communicate effectively with all relevant colleagues and superiors before, during and after service/shift, about all service issues, happenings, incidents, spillage, spoilage, speed of service, items availability, presence of special/important/challenging guests, any observations or developments that affect the guests, the Hotel's activities and/or their post,
- Be proactive in offering co-operation, assistance and help to other areas/people when they are busier than them, and inform all superiors when doing so,
- Initiate new ideas to improve service and encourage all colleagues to give their view,
- Instruct all work colleagues on proper equipment handling and storage to minimize/control/avoid the wastage of energy, resources and/or equipment, misuse and/or breakages,
- Comply with Cyprus legislation and be conversant with and act in accordance with any such matters relating to their department,
- Respond positively to any changes in the department as dictated by the needs of the industry or the Hotel operations,
- Attend training/re-training sessions/seminars as required and read training notes to continuously further their skills and knowledge,
- Attend and contribute to all staff meetings/briefings and other related activities,

HEALTH & SAFETY AND STAFF WELFARE

- Be vigilant and take responsibility for the security of the department premises and properties,
- Ensure a safe working environment by identifying hazards and taking corrective action,
- Be aware of/continuously comply/encourage awareness and train all necessary operational procedures/legislation relating to: Health & Safety, Fire Safety, Emergency Procedures, Food Safety and Hygiene, Food Intolerances, Liquor Licensing, COSHH, Maintenance, Personal Hygiene, General Cleanliness and the Environment,
- Ensure strict adherence and train manufacturers' instructions for safe use of all equipment,
- Work in accordance with legislation relating to equal opportunities in the workplace.

DECLARATION

This job description does not constitute an exhaustive list. You will be expected to maintain a flexible attitude and to undertake any additional duties/responsibilities, as deemed appropriate by your Manager including redeployment to alternative departments/areas if required, to meet business demands and guest service needs.

This document reflects the job content at the time of writing, and will be subject to periodic change in the light of

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changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I acknowledge that I have read and understood the above duties, and I accept them as governing my employment with the Company.

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Employee's name

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Signature

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Date

