

Job Advertisement:

Link: <https://jobs.hilton.com/emea/en/job/HOT089N8/Assistant-Food-and-Beverage-Manager>

## **Assistant Food and Beverage Manager**

**Location:** Hotel Hilton Toronto Airport Hotel & Suites

HOT089N8

### **JOB DESCRIPTION**

An Assistant Food and Beverage Manager is responsible for assisting with managing operations of Food and Beverage outlets and banquets to deliver an excellent Guest and Member experience while training staff and working within budgeted guidelines.

### **What will I be doing?**

As an Assistant Food and Beverage Manager, you will be responsible for assisting with managing operations of Food and Beverage outlets and banquets to deliver an excellent Guest and Member experience. An Assistant Food and Beverage Manager will also be required to manage, train, and develop team members and work within all budgeted guidelines. Specifically, you will be responsible for performing the following tasks to the highest standards:

- Oversee operations of Food and Beverage outlets
- Assist in planning, organizing and executing all banquet functions including, but not limited to, breakfast, coffee breaks, luncheons, dinners, cocktail receptions, galas, etc
- Maintain exceptional levels of customer service
- Recruit, manage, train, and develop the team
- Assist with annual and mid-year appraisals with team members under your responsibility
- Manage guest queries in a timely and efficient manner
- Work within budgeted guidelines
- Assist in setting departmental targets and objectives, work schedules, budgets, and policies and procedures
- Develop menus with other members of Food and Beverage team
- Accountable for monthly stock takes
- Incentivise team members to maximize sales and revenue
- Deputise for the Food and Beverage manager in their absence
- Comply with hotel security, fire regulations and all health and safety legislation
- Assist other departments wherever necessary and maintain good working relationships

### **What are we looking for?**

An Assistant Food and Beverage Manager serving Hilton brands is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

- Previous Food and Beverage Management or Supervisory experience
- Knowledge of Financial Systems
- Flexibility to respond to a range of work situations
- Committed to delivering high levels of customer service
- Positive attitude
- Good communication skills
- Flexibility to respond to a range of different work situations
- Excellent grooming standards

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

- Willingness to develop team members and self
- Degree in Relevant Area

## Works Cited

“Assistant Food and Beverage Manager Job in 5875 Airport Road, Mississauga, Toronto, Ontario, L4V 1N1, Canada: Hotel Jobs at Hilton.” *Hilton*,  
<https://jobs.hilton.com/emea/en/job/HOT089N8/Assistant-Food-and-Beverage-Manager>.

**Lucy Li**  
2022 Memory Street  
Markham, ON L3R 0Y5  
Phone: (647-110-4231)  
Email: fei08@student.ubc.ca

<b>OBJECTIVE</b>	Food and Beverage position, leading to Management
<b>EDUCATION</b> 2021 – Present	<i>University of British Columbia, Vancouver, BC</i> Bachelor of Computer Science
2016 – 2021	<i>University of Guelph, Guelph, ON</i> Bachelor of Commerce Degree in Hotel and Food Administration
<b>EMPLOYMENT</b> July 2021 — August 2021	<i>The Ian Martin Group, Toronto, Ontario</i> Worked as a COVID-19 Vaccine Scheduler for the Ontario Public Health Unit. Listened carefully to customer requests and inquiries in a high-volume inbound/outbound call center and escalated concerns/questions when needed. Leverage a knowledge base and informational materials to help callers provide them with accurate information. Worked with confidential information with care and attention to detail.
May 2019—January 2020	<i>Frankie Tomatto 's, Markham, Ontario</i> Worked as a Dining Room Manager and ensured that the restaurant was clean and ready for daily operations as opening manager. Successfully managed a restaurant of over 400 customers with 30+ staff members and multiple managers. Maintained the Hostess department by hiring and training employees and taking the lead on hostess scheduling. Communicated with guests daily and handled complaints to enhance customer service skills as well as communication skills
May 2018—April 2019	Worked as a Manager Trainee in all positions at the restaurant as a trainee and gained a great understanding of how the restaurant operates. Completed and updated many projects for the restaurant, including the recipe book and the food allergy list
<b>CERTIFICATIONS</b>	<i>Smart Serve Certified</i> License – 161118533206  <i>Advanced Food and Safety</i> License - A 78427
<b>REFERENCES</b>	Available upon request

2022 Memory Street  
Markham, ON L3R 0Y5

April 3, 2022

Hilton Toronto Airport Hotel & Suites  
5875 Airport Rd  
Mississauga, ON L4V 1N1

To Whom it May Concern:

Please consider my application for the assistant food and beverage manager position at the Hilton Toronto Airport Hotel & Suites. Hilton's mission of delivering exceptional guest experience and positive impact has appealed to my goal and passion for interacting with others and providing back to the community. I am very interested in joining Hilton Hotels & Resorts for the hospitality position of which I became aware of through the Hilton Job website.

I have completed a Bachelor of Commerce degree majoring in Hotel and Food Administration and currently completing my third year of studies in Bachelor of Computer Science. My academic education consisted of courses that have provided me with the knowledge that benefits me in the different work situations in the hospitality industry.

My experience as an intern and manager at Frankie Tomatto's, an Italian buffet restaurant located in Markham, has provided me with over a year of leadership and management experience. As a result, I am capable of overseeing food operations independently and can deliver high levels of customer service with a positive attitude. Furthermore, I have developed excellent communication skills through providing customer service while working at a call centre to assist individuals in Ontario in booking their vaccine appointments.

I take pride in my passion for serving guests by providing the best experience possible during their stay. My ability to speak fluently in English, Mandarin and Cantonese and my understanding of basic Spanish would contribute significantly to helping the guests at the hotel. Furthermore, a fast learner like me adapts well to the fast-paced environment, helping the hotel succeed.

I look forward to hearing from you to discuss the opportunity at the Hilton Hotel. If you have any questions regarding my application, please reach me at [fei08@student.ubc.ca](mailto:fei08@student.ubc.ca). Thank you for your time in reviewing my application.

Sincerely,

A handwritten signature in cursive script that reads "Lucy Li".

Lucy Li

2022 Memory Street  
Markham, ON L3R 0Y5

April 3, 2022

Mr. Paul McAdam  
7225 Woodbine Ave  
Markham, ON L3R 1A3

Dear Paul,

I hope that this letter finds you well. I am reaching out because I am applying for an assistant food and beverage manager position at the Hilton Toronto Airport Hotel & Suites. I would like to ask you for a reference letter to support my application.

I enjoyed our time working closely in supervising the front-of-house staff and managing the dining room operation. Under your guidance, I have developed strong leadership and problem-solving skills when interacting with customers daily. I want to apply the skills I acquired when working with you and further develop them in the position at the hotel.

I have included a copy of my resume and the job ad for your review and reference in writing the letter. I know that you are busy, so I completely understand if you are not available to be my reference. Please let me know if you are comfortable writing a reference letter for me, and do not hesitate to contact me if you have any questions regarding the position. Thank you for your time and for considering my request.

Warm Regards,

A handwritten signature in cursive script that reads "Lucy Li". The signature is written in black ink and is positioned above the printed name.

Lucy Li

2022 Memory Street  
Markham, ON L3R 0Y5

April 3, 2022

Ms. Rana Brown  
65 Queen St W Suite 1240  
Toronto, ON M5H 2M5

Dear Rana,

I hope that this letter finds you well. I am applying for an assistant food and beverage manager position at the Hilton Toronto Airport Hotel & Suites. I would like to ask you for a reference letter to support my application.

As a vaccine scheduler, I learned a lot about working in a call centre environment. I appreciate the leadership opportunity that you have recommended me for. It was challenging, but with your guidance and the other supervisors' help, I successfully led the group of vaccine schedulers in completing daily quotas. I want to apply the leadership skills I acquired when working in the new position at the hotel.

I have included a copy of my resume and the job ad for your review and reference in writing the letter. I know that you are busy, so I completely understand if you are not available to be my reference. Please let me know if you are comfortable writing a reference letter for me, and do not hesitate to contact me if you have any questions regarding the position. Thank you for your time and for considering my request.

Warm Regards,

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Lucy Li

2022 Memory Street  
Markham, ON L3R 0Y5

April 3, 2022

Mr. Nathan Ally  
7225 Woodbine Ave  
Markham, ON L3R 1A3

Dear Nathan,

I hope that this letter finds you and the staff in the kitchen well. I am applying for an assistant food and beverage manager position at the Hilton Toronto Airport Hotel & Suites. I would like to ask you for a reference letter to support my application.

I enjoyed our time working closely in supervising the whole kitchen staff and the buffet operations every day. You have guided me in being an excellent kitchen manager during my co-op work terms at Frankie's. I want to apply the skills I acquired when working with you and further develop them in the position at the hotel.

I have included a copy of my resume and the job ad for your review and reference in writing the letter. I know that you are busy, so I completely understand if you are not available to be my reference. Please let me know if you are comfortable writing a reference letter for me, and do not hesitate to contact me if you have any questions regarding the position. Thank you for your time and for considering my request.

Warm Regards,

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Lucy Li