

## Job Description

### Title: F&B Service Training Manager

#### Summary of Position:

The Seasons, the training restaurant of Macau University of Science and Technology (MUST), is looking for an experienced and passionate F&B Service Training Manager to lead the development of hospitality professionals. This role combines hands-on restaurant management with the training of students and staff in fine dining service, bar operations, wine knowledge, and beverage management. The ideal candidate will have a strong background in luxury/high-end F&B service, a talent for teaching, and a commitment to delivering exceptional guest experiences.

#### Qualifications & Requirements:

- Bachelor's degree in Hospitality Management, F&B Service, or a related field (preferred).
- Minimum 5 years in F&B service, with at least 2 years in a training/teaching role (e.g., hotel, fine dining, or culinary institute).
- Strong expertise in wine, mixology, and beverage pairing.
- Excellent leadership, communication, and coaching abilities.
- Fluency in English (knowledge of Mandarin/Cantonese is a plus).
- Proficiency in POS systems and restaurant management software.
- Passion for mentorship and student development.

#### Duties & Responsibilities:

- Develop and conduct training programs in professional dining room service, bar management, wine service, and customer engagement for students and staff.
- Mentor trainees in service techniques, etiquette, and industry best practices through practical demonstrations and workshops.
- Assess trainee performance and provide constructive feedback to support their growth.
- Oversee daily operations of The Seasons, ensuring seamless service and adherence to high standards.
- Supervise trainees in à la carte, banquet, and bar service, ensuring alignment with real-world hospitality environments.
- Collaborate with the culinary team to optimize kitchen-service coordination and workflow efficiency.
- Uphold exceptional guest satisfaction by monitoring service quality and addressing feedback.
- Implement policies and procedures to enhance the overall dining experience.
- Maintain training materials, SOPs, and service manuals for consistency in education.
- Manage beverage inventory, bar supplies, and service equipment.
- Ensure compliance with health, safety, and sanitation regulations.