



FLOOR MANAGER AT HOTEL SANDERS

The Floor Manager position is created with the purpose of ensuring that there is always someone who can take responsibility, so that our guests have the best experience, and the staff always has a point of contact. It is therefore crucial that you work closely with the Assistant Restaurant Manager, Breakfast/Lunch Manager, and other departments at the hotel.

Your daily responsibilities include managing day/evening reservations, balancing plates and glasses with precision, and providing friendly guest assistance. Collaborating with the restaurant team (Floor Manager, Breakfast/Lunch Manager, kitchen chef, and restaurant manager), you implement new initiatives, coordinate staff planning, assign tasks, and ensure adherence to standards from 2:00 PM to 12:30 AM. Additionally, you deliver exceptional service, address complaints, and uphold the hotel's hospitality standards.

Additionally, it is your responsibility to ensure that all necessary goods are ordered in collaboration with the Assistant Restaurant Manager and to manage orders for beer, water, spirits, and wine. You are also required to participate in inventory counting on the 1st of each month, develop standards with the restaurant team, ensure that everyone is familiar with SOPs, and participate in ad hoc tasks. Your close collaboration with the Assistant Restaurant Manager, Sommelier, Breakfast/Lunch Manager, restaurant manager, and other departments also involves the responsibility of optimizing the shift schedule and hours, handling sick leave, and ensuring the replacement of shifts as needed. Furthermore, you must focus on quality and consistency in all areas, including food and beverage quality, ingredients, guest service, and cleanliness, while adhering to department and hotel operating procedures and managing daily settlements.

All communication is to be conducted via email or phone calls, and any changes in standards must be coordinated with the restaurant team and approved by the restaurant manager. It is important not to send task lists or long messages via WhatsApp or other groups; instead, communication takes place through emails, the Samesystem, or Backstage.

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Your qualifications:

- You have broad general knowledge of and interest in food and wine.
- You possess operational skills and experience in leading a team.
- You are attentive and always prioritize the guest.
- You have administrative skills related to orders, planning, and delegation.

The Sanders Way

DEDICATION – GENEROUSITY – AUTHENTICITY

- Uphold the Sanders culture and implement a “live the values” approach through your tasks and collaboration with our guests.
- Demonstrate Sanders’ tone, style, and direction through your personality and presence.
- Guest-focused personality with a passion for details.
- Adhere to Sanders’ values and staff handbook.
- Always wear the uniform gracefully, maintaining a well-groomed & presentable appearance.
- Always polite and elegant.

Every task should be executed by taking full ownership while maintaining Sanders’ standards. This involves responsibility, loyalty, trust, and respect.

If you can envision being part of our dedicated waiter team, please send your CV to job@hotelsanders.com, with the title “Floor Manager + your name” in the subject field of your email.

Discover more about Hotel Sanders at www.hotelsanders.com.
Follow us on [instagram.com/hotelsanders](https://www.instagram.com/hotelsanders) or [facebook.com/hotelsanders](https://www.facebook.com/hotelsanders).

We look forward to hearing from you.

