

BUFFET 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 buffet services at the Caux Conference and Seminar Centre. This role is responsible for the setting up and effective running of both cold and hot buffets each lunch and dinner. The Buffet Manager also ensures that there is effective coordination between the external catering company and the dining room during the service of all meals.
REPORTS TO	F&B Manager

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, 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 Buffet Manager provides leadership in cultivating an atmosphere of caring service, hospitality and a sense of community within the Buffet Team and between the buffet and 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 Buffet and Dining Room Team
- Enable Caux Forum and Caux Hub participants serving in buffet areas to experience community in service

Coordinating and planning

- Assist the F&B Manager in his/her daily tasks, cooperate closely with the Dining Room Manager
- Take an active and solution-oriented part in the weekly meeting and daily briefings
- Assist the F&B Manager in weekly planning for the Buffet Team
- Have an overall view at all times of the operations taking place in the various F&B areas
- 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 team members, the Buffet Team in particular; the Buffet Team comprises 3 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 buffet 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 Buffet Team members, with the F&B Manager's supervision
- Make sure that the Buffet Team takes responsibility and completes its duties to satisfaction
- Carry out occupational health and safety training for anyone serving in the Buffet areas; ensure that health and safety practices are followed and standards are maintained

Creating an enjoyable dining experience for all guests

- With the Buffet Team members, assure the cleaning, set up and clear up of the buffet areas for lunch and dinner; provide active help if needed in other areas
- Welcome guests when they arrive in the Buffet areas
- Ensure the smooth flow of people through the appropriate serving stations
- Ensure that the serving of food is managed in a quick and efficient way that all guests are able to enjoy their meal

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.