

Hospitality Operations Manager

EMPLOYMENT RATE	100%
LOCATION	Villa Maria & Caux Palace, 1824 Caux
PURPOSE OF POSITION	The Hospitality Operations Officer of the Conference and Seminar Centre is the deputy of the Hospitality Development Manager and the hands on lead of the services. It's the key position for our guests' satisfaction during their stay in Caux.

Established in 1946, Initiatives of Change Switzerland organises international conferences and offers its venues in Caux to other organizations to host dialogues, seminars and meetings. The Caux Palace and Villa Maria are operated all year. The Caux Palace is partially rented out to the Swiss Hotel Management School while the Villa Maria remains a private Seminar Centre. In June and July large groups as well as the Caux Forum are accommodated in the Caux Palace. From September to June, groups of 30 guests are hosted in the Villa Maria. Bringing together a true diversity of people and providing 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. A small hospitality team is running the centre year round getting support of a larger team during the summer.

The young business of hosting external groups is moving to the next development phase and is looking to strengthen its operations with this new position.

AREAS OF RESPONSIBILITY

The Hospitality Operations Officer takes the lead in ensuring the guests well-being. This includes all operational areas from housekeeping to F&B services, welcome and hosting of the guests.

Operational tasks

- Daily set-up, service and clearing of the meals, coffee breaks, and meeting spaces
- Ensuring a presentable and tidy event space and a well-organized operation
- Supporting the guests with their daily needs
- Following HACCP procedures

Coordinating, planning & supervising

- Planning and coordinating of the team, their tasks and shifts
- Planning and organizing housekeeping and catering services for each group
- Ensuring that the team takes responsibility and completes its duties to satisfaction and on time
- Ensuring that all health and safety measures are in place and followed
- Coordinating the meals and diets with the guests and kitchen/catering

Coordinating, planning & supervising

- Planning and coordinating of the on-call team, their tasks and shifts
- Planning and organizing housekeeping and catering services for each group
- Ensuring that the team takes responsibility and completes its duties to satisfaction and on time
- Ensuring that all health and safety measures are in place and followed
- Coordinating the meals and diets with the guests and kitchen/catering
- During the summer: Co-Managing the entire F&B department with the head chef

Administration and support tasks

- Maintain the price-list according to the type of customers

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- Establish the costing for each event
- Preparing for the check-in, coordinating the meeting room and tech set-up
- Inventory and purchase of materials, laundry items, foods and beverages
- Creation and maintaining service manuals and processes

KEY SKILLS AND REQUIREMENTS

The Hospitality Operations Officer has good leadership skills and extensive hands-on experience. They are organized, systematic, patient, motivated and self-confident. They have the ability to appropriately assign or delegate work and be an empathic leader and host. They work well under pressure, even with minimal supervision. They are flexible and available to work when needed, including weekends and evenings.

- F&B / service experience, good understanding of HACCP
- Guest-focused thinking, helpful and friendly attitude, resilience, ability to work under stress, good self-management
- Solution-oriented and good coordination, planning and communication skills
- Outgoing personality, ability to work with people of different backgrounds and cultures
- Well-presented, punctual and flexible during working hours
- English (fluent), French (fluent), other languages are a plus
- Grande patente Vaudoise

HOW TO APPLY

Please send your application to hr@caux.ch

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IoFC Switzerland is registered as the CAUX-Initiatives of Change Foundation

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