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P.O. Box 74 – 10100, Nyeri, Kenya
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JOB OPENING NO: 003/09/25

DATE OF ISSUE: 29TH, SEPTEMBER, 2025

JOB TITLE: FOOD & BEVERAGE MANAGER

CLOSING DATE 13th OCTOBER, 2025

Background

At Nyeri Club We believe life is continuous pursuit of growth, strength, and balance. Every day bring new goals, fresh challenges evolving personal styles. Whether you're perfecting your swing, building endurance in the gym or finding peace in the sauna, every corner of our club is designed to help you push for boundaries and discover your next level.

Reporting To

General Manager /Club Manager

3. Purpose of the Role

To oversee and coordinate the daily operations of the food and beverage department, ensuring excellent customer service, high standards of hygiene and quality, efficient staff performance, and adherence to company policies and procedures.

4. Key Responsibilities

- **Operations Management**
 - Supervise day-to-day operations of restaurants, bars, catering, and other service outlets.
 - Ensure compliance with food safety, health, and hygiene regulations.
 - Monitor service standards to ensure quality and consistency.
 - Assist in stock control, ordering, and inventory management.
- **Staff Supervision and Development**
 - Supervise, schedule, and coordinate F&B service staff.
 - Conduct on-the-job training, mentoring, and performance evaluations.
 - Promote teamwork and staff motivation to achieve departmental goals.



- **Customer Service**
 - Handle customer inquiries, complaints, and feedback professionally.
 - Ensure high levels of guest satisfaction and personalized service.
 - Monitor and address service recovery issues promptly.
- **Financial and Administrative Duties**
 - Assist in monitoring budgets, cost control, and revenue targets.
 - Ensure proper handling of cash, billing, and financial transactions.
 - Support in menu planning, promotions, and marketing initiatives.
- **Compliance and Standards**
 - Ensure adherence to workplace safety standards and company policies.
 - Maintain high standards of cleanliness and presentation across all service areas.
 - Oversee compliance with licensing, health, and safety regulations.

5. Key Deliverables / Performance Indicators (KPIs)

- Achievement of customer satisfaction targets.
- Compliance with health and safety, hygiene, and food safety standards.
- Staff productivity, punctuality, and service quality.
- Reduction in wastage and adherence to cost-control measures.
- Revenue growth and profitability in line with departmental goals.

6. Qualifications & Experience

- Diploma or degree in Hospitality, Hotel Management, or related field.
- Minimum 3–5 years' experience in F&B operations, with at least 1–2 years in a supervisory role.
- Knowledge of food safety regulations, HACCP, and quality standards.
- Strong leadership, communication, and interpersonal skills.

7. Core Competencies

- Leadership and people management.
- Excellent customer service orientation.
- Problem-solving and conflict resolution.
- Organizational and multitasking skills.
- Financial awareness and cost-control skills.



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If the above qualities, competences and skills describe you, kindly submit your detailed cv with at least 3 contactable referees (previous line managers) indicating your current/last remuneration to info@nyerclub.co.ke to reach him by 13th October, 2025

