

ALL AFRICA CONFERENCE OF CHURCHES (AACC) VACANCY ANNOUNCEMENT

POSITION: RESTAURANT AND BANQUETING MANAGER

REPORTING TO: DTCC /HOTEL GENERAL MANAGER

BACKGROUND:

The AACC is a fellowship of 217 Member Churches and Christian Councils in 43 African countries. The organization has its Secretariat in Nairobi, Kenya, a Regional Office in Lome, Togo and a Liaison Office to the African Union in Addis Ababa, Ethiopia.

The organization has a 100- room hotel with state of the art conference rooms, and gym. Management is looking for a self-motivated Restaurant and Banqueting Manager to support in the efficient running of the hotel.

Job Purpose

The Food & Beverage Manager is responsible for planning, organizing, directing, and controlling all food and beverage operations to ensure exceptional guest experiences, profitability, and operational efficiency. The position oversees restaurants, bars, banqueting, room service, and other food and beverage outlets while ensuring compliance with quality, hygiene, safety, and statutory requirements. During the pre-opening phase, the F&B Manager will establish departmental systems, recruit and train staff, develop operating procedures, and ensure all food and beverage facilities are operational before the hotel's opening.

Key Responsibilities

Food & Beverage Operations

- Plan, coordinate, and supervise the daily operations of all food and beverage outlets.
- Ensure efficient and professional service in restaurants, bars, lounges, room service, and banqueting operations.
- Maintain high standards of food and beverage quality, presentation, and service.
- Coordinate closely with the Executive Chef to ensure seamless service delivery.
- Ensure adequate staffing levels for all meal periods and events.
- Monitor guest satisfaction and implement service improvement initiatives.

- Conduct regular inspections of all F&B outlets to ensure cleanliness, organization, and compliance with hotel standards.
- Oversee the scheduling of staff to match operational requirements.

Restaurant Management

- Ensure restaurants and coffee shop operate efficiently and profitably.
- Monitor food and beverage service standards.
- Develop and implement beverage service procedures.
- Ensure proper setup and presentation of dining and bar areas.
- Supervise cash handling and point-of-sale (POS) operations.
- Monitor stock movement and minimize losses.
- Promote responsible beverage service in compliance with Kenyan laws.

Banqueting and Events

- Oversee planning and execution of conferences, weddings, corporate events, and private functions.
- Coordinate with clients to understand event requirements.
- Work closely with the Executive Chef to develop banquet menus.
- Ensure timely setup and breakdown of event venues.
- Supervise service delivery during events.
- Conduct post-event evaluations to improve future service.

Sales and Revenue Growth

- Develop strategies to increase food and beverage revenue.
- Promote restaurant, bar, conference, and catering services.
- Collaborate with the Sales Executive to market F&B promotions and special events.
- Introduce seasonal menus, themed dining experiences, and promotional campaigns.
- Build relationships with corporate clients, travel agents, event planners, and local businesses.
- Monitor competitor pricing and recommend appropriate pricing strategies.
- Prepare sales forecasts and revenue reports.

Financial Management

- Prepare annual and departmental budgets.
- Monitor food and beverage cost percentages.
- Control labour costs through effective scheduling.
- Monitor daily sales performance and profitability.
- Authorize purchases within approved limits.

- Ensure proper inventory management and stock control.
- Investigate and resolve variances in stock and revenue reports.
- Prepare monthly financial and operational reports.

Inventory and Procurement

- Monitor stock levels and ensure uninterrupted supply of food and beverage items.
- Coordinate procurement of operating equipment, furniture, glassware, crockery, cutlery, linen, and consumables.
- Conduct regular stock takes.
- Ensure proper storage and stock rotation using First-In, First-Out (FIFO) principles.
- Minimize wastage and pilferage through effective controls.
- Work with approved suppliers to ensure quality and cost efficiency.

Customer Service

- Maintain exceptional guest service standards.
- Resolve customer complaints professionally and promptly.
- Monitor guest feedback from surveys and online review platforms.
- Implement corrective actions based on customer feedback.
- Promote customer loyalty through personalized service.

Leadership and Human Resource Management

- Train, supervise, and mentor food and beverage staff.
- Develop duty rosters and work schedules.
- Conduct staff performance appraisals.
- Promote teamwork and employee engagement.
- Identify training needs and coordinate continuous learning programmes.
- Maintain discipline and ensure compliance with hotel policies.
- Foster a positive workplace culture focused on service excellence.

Health, Safety and Compliance

- Ensure compliance with Kenyan food safety regulations and public health requirements.
- Implement and monitor HACCP principles and food safety procedures.
- Ensure compliance with occupational health and safety standards.
- Conduct regular hygiene inspections of food service areas.
- Ensure all food and beverage outlets maintain the highest standards of cleanliness.
- Monitor pest control and sanitation programmes.
- Ensure compliance with liquor licensing regulations and responsible alcohol service.

Pre-opening Responsibilities

- Develop Food and Beverage Standard Operating Procedures (SOPs).
- Design operational workflows for restaurants, bars, banqueting, and room service.
- Train the Food & Beverage team.
- Assist in selecting and commissioning food service equipment.
- Prepare departmental budgets and operating plans.
- Develop beverage lists and wine menus.
- Coordinate procurement of operating supplies and equipment.
- Participate in menu engineering with the Executive Chef.
- Prepare opening checklists and readiness reports.
- Participate in trial operations and soft-opening activities.

Key Performance Indicators (KPIs)

The Food & Beverage Manager will be evaluated on:

Operational Performance

- Guest satisfaction scores.
- Service quality ratings.
- Speed and efficiency of service.
- Banqueting execution standards.
- Compliance with SOPs.

Financial Performance

- Food cost percentage.
- Beverage cost percentage.
- Gross operating profit.
- Revenue growth.
- Budget adherence.
- Average spend per guest.
- Labour cost percentage.

Sales Performance

- Restaurant occupancy.
- Banquet and conference revenue.
- Coffee sales growth.
- Success of promotional campaigns.
- Repeat business from corporate and event clients.

Compliance

- Food safety audit results.
- Hygiene inspection scores.
- Inventory accuracy.
- Waste reduction.
- Compliance with statutory requirements.

Qualifications

- Bachelor's Degree in Hospitality Management, Hotel Management, Food & Beverage Management, Business Administration, or a related field.
- Diploma in Hospitality or Food & Beverage Management may be considered with substantial experience.
- HACCP and Food Safety certification is highly desirable.
- Additional training in Wine & Beverage Management or Restaurant Operations is an advantage.

Experience

- Minimum of five (5) years' experience in Food & Beverage operations within a reputable hotel or hospitality establishment.
- At least three (3) years in a managerial role.
- Experience managing restaurants, banqueting, and conference operations.
- Pre-opening hotel experience will be an added advantage.
- Experience using Point of Sale (POS) systems and hospitality management software.

Skills and Competencies

- Strong leadership and team management skills.
- Excellent customer service orientation.
- Financial management and budgeting skills.
- Food and beverage cost control expertise.
- Inventory and procurement management.
- Sales, marketing, and business development skills.
- Excellent communication and interpersonal abilities.
- Event planning and coordination.
- Problem-solving and decision-making skills.
- Ability to work under pressure in a fast-paced environment.

- Computer proficiency, including Microsoft Office, POS systems, and hotel management software.

Personal Attributes

- Customer-focused and results-oriented.
- Professional appearance and conduct.
- High level of integrity and accountability.
- Strong organizational and planning skills.
- Innovative and commercially minded.
- Adaptable and resilient in a pre-opening environment.
- Excellent attention to detail.

Working Conditions

- Based at the hotel premises with responsibility for all food and beverage outlets.
- Flexible working hours, including weekends, evenings, and public holidays, based on operational needs.
- Frequent movement between restaurants, coffee shop, banquet facilities, kitchens, and event venues.

Pre-opening Deliverables

Within the first three months of appointment, the Food & Beverage Manager shall:

- Develop and implement Food & Beverage SOPs.
- Recruit, onboard, and train all Food & Beverage service staff.
- Establish restaurant, bar, banqueting, and room service operating procedures.
- Coordinate procurement and commissioning of all F&B equipment and operating supplies.
- Work with the Executive Chef to finalize menus and pricing.
- Develop promotional and revenue-generation plans for all F&B outlets.
- Ensure readiness of all food and beverage outlets for the hotel's soft opening and official launch.
- Implement food safety, hygiene, inventory control, and service quality systems before commencement of operations.

WORK STATION: AACC Desmond Tutu Conference Centre / Hotel, Nairobi - Kenya.

START DATE: 15TH SEPTEMBER, 2026.

DURATION OF EMPLOYMENT: One (1) year renewable based on satisfactory performance

APPLICATION:

1. Applications should be accompanied by:
 - a. A Cover Letter.
 - b. Detailed Curriculum Vitae including Names and Addresses of 3 (three) referees.
 - c. Certified copies of all qualifications.
 - d. Filled Job Application Form.

2. Interested candidates who meet the above criteria should send their applications to:

**THE GENERAL SECRETARY
ALL AFRICA CONFERENCE OF CHURCHES
P.O BOX 14205 – 00800 WESTLANDS, NAIROBI KENYA**

Or email to: hr-applications@aacc-ceta.org

SUBMISSION:

The deadline for submission is on 28th August, 2026. Only short-listed applicants meeting the above requirements will be contacted.

SUB OFFICES:

African Union Liaison Office: Ledta Sub-City, Woreda 03,
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