



W I L D E R N E S S

FOOD EXPERIENCE MANAGER - MAUN BASED

PURPOSE OF THE JOB

To ensure that the food experience in Botswana exceeds guest expectations and is always being improved and reinvented. The Food Experience Manager reports directly to the Service Manager-Botswana Region.

BRIEF DESCRIPTION OF POSITION

- Menu Planning- with the Group FEM to plan seasonal menus twice a year, in accordance to Wilderness Minimum standards
- Par stocks and Variable food budgets - Ensure that for each menu a par stock order sheet is created for both fresh and dry goods
- Chefs training-Responsible for coordinating all chefs training courses for the Premier, Classic camps and F&B managers
- Kitchen CHEF Structures- Ensure that the kitchen have proper structures, with the right number of skilled chefs in place
- Guest feedback and measurement- Ensure that you monitor camps scores and read through evaluations forms
- Suppliers- Ensure a good relationship with suppliers and be able discuss issues and improvements to quality and delivery.
- Kitchen Assets- Ensure that the camp has adequate equipment and that the chefs look after them properly
- Camp Food Audits- Ensure that an audit form is completed and issues raised are rectified when you go into camps.

QUALIFICATIONS

- Diploma in Hospitality or equivalent Qualification.
- BQA Accreditation as a Trainer will be an added advantage
- A minimum of 5 years proven experience in remote locations (Bush experience)
- A minimum of 5 years proven working experience in the hospitality field under Food and Beverages Department or Restaurant.
- Proven experience of delivering a five-star dining experience- ala carte.
- Proven record of outstanding staff relations.

COMPETENCIES

- Service excellence (Desire to enhance Guest Experience).
- Outstanding communication skills.
- Attention to details.
- Ability to work long hours.
- Time Management.
- Leadership by example.

Interested candidates who meet the above requirements need to apply by following the link below:
<https://wilderness.simplify.hr/vacancy/zfzbyi>

Closing Date: 21st May 2023

PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATE WILL BE COMMUNICATED WITH