

**Job Title**

Food & Beverage Captain

**Department**

Food & Beverage

**Location**

Kabini/Chikmagaluru

**Reports To**

Restaurant Manager /  
F&B Manager

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**Job Purpose**

The F&B Captain is responsible for delivering exceptional dining experiences by supervising service staff, ensuring luxury service standards are met, and acting as a key link between guests, service team, and kitchen operations.

**Key Responsibilities****Guest Experience & Service**

- Ensure impeccable service standards in line with luxury resort expectations
- Personally, welcome and engage with guests to ensure satisfaction
- Handle guest feedback, complaints, and special requests professionally
- Anticipate guest needs and deliver personalized service

**Operations & Supervision**

- Supervise and coordinate waitstaff during service
- Allocate stations and ensure smooth service flow
- Ensure proper table setup, cleanliness, and ambiance at all times
- Monitor service timing and coordination with kitchen and bar

**Team Leadership**

- Train, coach, and motivate service staff on SOPs and service etiquette
- Lead by example during peak service hours
- Conduct pre-shift briefings and ensure staff grooming standards

**Quality & Standards**

- Maintain high standards of hygiene, safety, and cleanliness
- Ensure compliance with food safety and resort policies
- Monitor presentation, portioning, and service consistency

**Sales & Upselling**

- Promote menu items, specials, and beverages effectively
- Drive upselling to enhance guest experience and revenue
- Have strong knowledge of menus, ingredients, and wine pairings

## **Administration**

- Assist with inventory control and stock checks
- Support billing accuracy and POS operations
- Prepare shift reports and assist management as required

## **Qualifications & Experience**

- Diploma or Degree in Hotel Management or Hospitality
- Minimum **3–5 years** experience in luxury hotel or resort F&B service
- Prior experience as Senior Waiter / Captain preferred

## **Skills & Competencies**

- Excellent communication and interpersonal skills
- Strong leadership and team management abilities
- In-depth knowledge of fine dining service and etiquette
- Guest-focused mindset with attention to detail
- Ability to work flexible hours, including weekends and holidays

## **Grooming & Appearance**

- Impeccable personal grooming and professional appearance required
- Must meet luxury brand grooming standards