

SCHEDULE 2

POSITION DESCRIPTION

Position	Assistant Cost Controller
Business Unit	Plantation Island Resort
Department	Finance
Reports to	Resort Accountant

OUR COMPANY

Raffe Hotels & Resorts operates Fiji Gateway Hotel, Plantation Island Resort and Lomani Island Resort, offering a range of accommodation and hospitality products to both domestic and international guests.

Our company values of ***teamwork, respect, accountability, commitment and integrity*** underpin all activities and actions we take as a representative of the company.

PLANTATION ISLAND RESORT

Plantation Island Resort is Fiji's leading family Resort, located on Malolo Lailai in the Mamanuca Group of islands. With 165 rooms and bures offering accommodation for all budgets, our resort team is responsible for every aspect of resort operations on an off-shore island. Our vision is to be the best value and most popular family island resort in the South Pacific, famous for our friendly Fijian hospitality and authentic Fijian atmosphere.

FINANCE

The Finance team is responsible for processing and checking all invoices, daily revenue and payroll, to ensure that all revenue due has been correctly processed, stock inventories have been managed in compliance with company policy, and that employees are paid correctly.

POSITION PURPOSE

The Assistant Cost Controller is responsible for calculating costs of food and beverage items, assisting the Senior Cost Controller on monitoring of F&B cost controls and pricing aspects, and monitoring and reporting on cost and inventory variances.

KEY RESPONSIBILITIES

POSITION SPECIFIC

- Check and verify voids in the POS system for all F&B outlets
- Check and verify discounts on the POS system
- Check and verify happy hour discounts
- Check and verify all complimentary sales in the POS system, ensuring all complimentary sales are approved
- Check and verify all staff meals and staff discounts
- Check and verify all package meals
- Check and verify all settlements done on the POS system
- Check and verify all inventory transfers have been accurately transferred through SAGE
- Prepare Variance Analysis Report for F&B and Resort Management
- Check and identify any lost postings
- Check the cost of sales for all F&B outlets against budget, escalating any issues identified to F&B management
- Accurately load and verify all menu prices on POS system, ensuring system is regularly checked and updated when new menu or beverage items are introduced
- Tally all end of shift reports generated from outlet POS tills
- Monitor and identify potential wastage, pilferage or efficiency issues in F&B outlets, escalating issues identified to F&B management
- Check the daily F&B revenue report to ensure accuracy of covers and average check figures
- Prepare Duty Drinks and management report and verify that this is per entitlement
- Prepare daily staff meals cost report
- Prepare and distribute the daily F&B Report to management
- Participate in month-end stock-take procedures at outlets and warehouse
- Assist the Senior Cost Controller with any other work-related tasks as requested
- Any other reasonable task as requested by your manager

OUR CUSTOMERS

- Demonstrate our “Bula Spirit” in every interaction you have with a guest, genuinely showing our cheerful, friendly and caring spirit that displays the warm hospitality that Fiji is known for.
- Ensure a customer focus underpins all activities undertaken by your department.
- Promptly provide the service or assistance that the customer has requested.
- Treat customers and their belongings with care, ensuring safety and security at all times.

- Maintain privacy and confidentiality of customer information at all times.
- Supervise team to ensure a prompt and positive guest first impression.
- Supervise shift operations to ensure a positive guest experience is consistently delivered, re-allocating tasks/team members as needed to ensure continuity of service.
- Proactively respond to customer issues and complaints, promptly escalating serious guest issues or complaints to the manager ensuring full information is given.

OUR PEOPLE

- Treat colleagues with respect and empathy.
- Establish and communicate team duties on a shift or daily basis, and adjust responsibilities during the shift as required to smoothly meet operational needs.
- Lead shift briefings and communicate key operational information to ensure the shift is well prepared.
- Encourage open communication and discussion within the team and escalate issues/concerns identified to your manager.
- Monitor employee performance on a daily basis, recognizing success and providing constructive feedback on the spot.
- Monitor performance issues and raise ongoing concerns or serious issues to your manager.
- Provide accurate feedback and commentary on team members during the performance review process.
- Liaise with internal departments to achieve operational requirements for the shift.
- Plan and deliver on the job training for new employees.
- Provide technical guidance to team members.
- Act as a role model of the company values.
- Positively contribute to workplace culture.

FINANCIAL

- Use and care for company resources and equipment carefully, following departmental and company policy and SOPs, including cleaning of and storage of tools and equipment.
- Supervise revenue generation activity and manage costs on a shift basis to ensure compliance with company policy and procedures.
- Adjust roster as required to meet operational needs and manage labour cost.
- Ensure all breakages are documented.
- Promptly raise maintenance requests per company procedure, escalating major breakdowns to the manager.
- Ensure security of company resources and assets.
- Monitor operations and counsel employees who are incorrectly handling or damaging company equipment, escalating to manager for intentional or repeated misuse.
- Monitor consumption of consumable items ensuring minimization of wastage.

- Requisition stores orders following company policy and procedures.

BUSINESS IMPROVEMENT

- Proactively solicit guest feedback and escalate to your manager as required, to encourage focus on continual improvement.
- Positively respond to and support new initiatives and programs in the workplace aimed at improving our customer or employee experience or business performance.
- Encourage team discussion on ideas for improvements.
- Proactively seek feedback from other departments or business partners to improve department service levels or products.

COMPLIANCE

- Perform all tasks in accordance with company policy, SOPs, training checklists and safe working practices.
- Work within Company rules at all times as outlined in your Contract of Employment and Staff Handbook.
- Wear personal protective equipment (PPE) as issued and applicable to tasks required of your position.
- Report all workplace incidents or accidents including near misses immediately to your manager and OHS Committee representative.
- Ensure all workplace incidents or accidents including near misses that occur during your shift are reported, including completion of the required documentation.
- Report all workplace hazards immediately to your manager and OHS Committee representative.
- Report instances of non-compliance with company policy and procedure to your Manager or Human Resources.
- Perform all tasks in accordance with all statutory and legal requirements, including but not limited to fire, occupational health and safety, food safety and hygiene, environmental, hazardous materials, employment and human rights.
- Promptly participate in all emergency evacuation drills and maintain current knowledge of emergency response and evacuation procedures as they relate to your position.
- Lead employee response in your immediate area during an emergency situation, remaining calm and following emergency procedures.
- Follow departmental and company procedures as required to minimise waste and environmental impact.

KEY WORKING RELATIONSHIPS

INTERNAL

Resort Accountant
Cost Controller
Executive Chef
Food & Beverage Manager
Finance Team
F&B Cashiers
Warehouse Administration Manager
Warehouse Operations Manager

EXTERNAL

POS system providers

POSITION SPECIFICATION

- Demonstrated experience with Food & Beverage POS systems and SAGE or a similar purchasing system
- Demonstrated experience in accounting and cost analysis
- Good analytical and report writing skills
- Intermediate to Advanced Excel skills
- Demonstrated attention to detail
- Demonstrated ability to develop effective working relationships
- Previous experience in this role in a hotel environment is preferred