



Noonu Atoll Company

Secretariat of the South Miladhunmadulu Atoll Council

Boduthakurufaanu Magu, N.Manadhoo 04100, Maldives

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TERMS OF REFERENCE

POSITION: MICE Tourism Facility Operations and Management Consultant

1. Background:

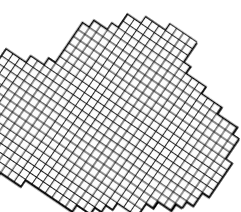
Noonu Atoll Local Authority Company aims to convert the current statehouse located in N. Manadhoo into a state-of-the-art Convention facility with the intention to market and promote the facility as a tourism product. The main target markets include convention tourism, corporate retreats/trainings, government bodies, and International funding/donor agencies.

2. Objectives:

The objectives of this consultancy are to develop all operational SOP's, guidelines, and standardize the services of the convention facility as per industry standards and compliance with local and international regulations while ensuring maximum guest satisfaction, operational efficiency, and overall profitability. Identify design, procurement, and HR needs, and train the convention house staff to meet industry standards.

3. Responsibilities:

- Guest Management: Creating step-by-step procedures for every aspect of guest relations and management.
- Service Protocols: Standardizing guest service protocols to deliver exceptional experiences every time.
- Inventory Management: SOPs on tracking and managing inventory, reservations, and staff schedules.
- Risk Management: Risk management and compliance with industry regulations.
- Accommodation Facilities: SOPs for accommodation facilities.
- Housekeeping: SOPs for all housekeeping needs as per industry standards.
- Food safety: SOPs for food safety handling and compliance with international standards and regulations.
- Restaurant Operations: SOPs for all kitchen operations.
- Front Desk: SOPs for reception and front desk operations.
- Spa: SOPs for SPA reception, inventory, and operations.
- Procurement Need-Analysis: Identifying and listing all necessary equipment, amenities, goods required for smooth and efficient operation while maintaining industry standards/regulations.
- Staff Need-Analysis: Identifying human resource needs for each function and providing recommendations to optimize workflow and minimize repetitions while ensuring smooth and efficient operation.
- Food Safety training: Training covering fundamentals of food-service and kitchen safety including personal hygiene, foodborne illness, cross-contamination prevention, proper food



storage and preparation, and compliance with food hygiene standards such as those imposed by the Food and Drug Administration, HACCP or its local equivalent.

- Layout: Restaurant and conference room layouts to ensure efficient service.
- Bussing training: Training on cleaning, clearing, and resetting tables in coordination with servers.
- Serving Food training: Training on properly greeting customers, taking orders, carrying plates, tray service, and clearance.
- Cleaning and Sanitizing training: Training on standard cleaning procedures, sanitation guidelines, and hazard prevention.
- Room Preparation training: Training on preparing rooms for guests including making beds, cleaning bathrooms, and replenishing amenities.
- Public Area Maintenance training: Training on maintaining cleanliness in public areas.
- Laundry Management training: Training on handling and managing laundry operations.
- Guest Interaction training: Training on interacting with guests professionally and courteously.
- Safety and Security training: Training on safety procedures and emergency response.
- Customer Service training: Training on providing excellent customer service, handling complaints, and ensuring guest satisfaction.
- Reservation Management training: Training on managing reservations including booking, modifying, and canceling reservations.
- Check-In and Check-Out Procedures training: Training on efficiently handling guest check-in and check-out procedures.
- Communication Skills training: Training on effective communication with guests and team.
- Problem-Solving training: Training on handling and resolving common issues that may arise at the front desk.

Qualifications and Experience:

- Experience in F&B and hospitality management.
 - Experience in Kitchen management.
- Proven track record of improving F&B and hospitality operations.
Excellent communication and interpersonal skills.
Ability to work independently and in a team.
Relevant academic qualifications in Hospitality Management or a related field.
Extensive knowledge of common software used in the industry.
Experience in multiple cultures and working abroad is an added advantage.

5. Remuneration

Remuneration based on experience, qualification and as per company Policy.

