

## Job Description

### Food & Beverage Assistant

**Expected commitment:** As required by the needs of the business (daytime and evenings shifts)

**Reporting to:** Food & Beverage Supervisors

**Accountable to:** Restaurant Manager or Bar Manager

#### **Role summary**

A Food & Beverage Assistant will welcome customers into the bar, restaurant, lounge and function areas. They interact with the customers directly and quickly in a manner which promotes the highest level of customer service. They are involved in the receipt and delivery of beverage (coffee, soft drinks and alcohol) and food orders. Good customer service skills are paramount with this position.

#### **Main duties and responsibilities**

- To provide a warm welcome to all our guests, ensuring a good, courteous and efficient service. Greeting guests and seating accordingly.
- Interact with customers, ensuring the guest's expectations are exceeded.
- To promote all facilities and products within the hotel in a positive manner.
- To attend work punctually, ensuring you present yourself in a smart professional manner (adhering to the company uniform policy) at all times whilst on company premises and never attend work under the influence of alcohol, drugs or other substances.
- Ensure all bar, lounge and restaurant tables are clean and set up to the service standards.
- To ensure all restaurant and function tables are set up with cutlery, serviettes, glass wear and condiments as necessary.
- To prepare and serve all beverages including coffee, soft drinks, and alcohol.
- Have a thorough knowledge and understanding of the menus and wine lists on offer and any promotions currently being advertised.
- To provide full table service within the food service areas of the hotel.
- To restock all service stations, equipment, machinery and products ready for the next service period. Inspect restaurant and bar serving stations for neatness and cleanliness and correct any deficiencies if found.

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- To handle cash, be familiar with credit/debit card procedures, and to carry out till operations.
- To ensure all cutlery, glass wear and crockery are washed and prepared for the next service period.
- Empty any refuse containers.
- Clean the bar, restaurant and function areas (hovering, wiping tables and surfaces, general cleanliness of work areas, emptying and re-lining bins). To clean coffee machines and equipment as necessary, following company cleaning schedules and practices.
- Complete any paperwork accurately and legibly.
- To work with and respect fellow colleagues and managers, demonstrating diligence to your work at all times.
- Attend any training and departmental meetings as directed.

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- Comply with all legal obligations, company policies and practices and comply with the requirements under the responsible service of alcohol.
- To follow all health & safety guidelines and report any possible hazards to your line manager.
- Any other duties as detailed by the management.

#### Skills you will develop

- Food and Beverage experience including bar, restaurant, lounge and function areas.
- Knowledge of wine and associated food accompaniments.
- Cash handling.
- Planning and organising.
- Team working.

#### Training available

- Formal hospitality qualification (if appropriate).
- Specialist training applicable to the role.

#### Employee Benefits

- Competitive salary
- Training opportunities
- Uniform
- Meals on duty provided
- Paid holiday

Please note that this job description is not exhaustive, and you may be required to carry out other reasonable duties as required