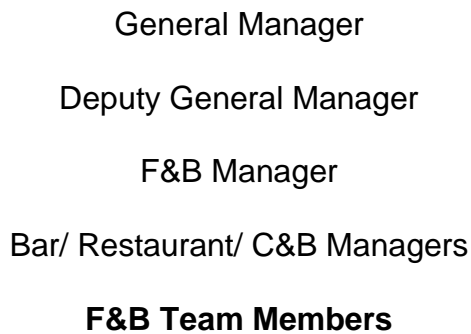


JOB DESCRIPTION

JOB TITLE	Food and Beverage Assistant
DEPARTMENT	Edgbaston Park Hotel and Conference Centre
RESPONSIBLE FOR WHICH OTHER POSTS	None
RESPONSIBLE TO	Bar/ Restaurant/ C&B Manager

Organisation Chart



Job Summary

To serve within the restaurant and bar department, ensuring that guests are provided with drinks and food when requested and offered these when appropriate in an effort to maximise sales. To support with facilitating conferences and functions as required. To ensure the Restaurant service is at a quality at all times whilst preserving a level of guest privacy. To complete all cleaning and preparation to ensure a smooth service at all times.

Main Duties

- To prepare and carry out food and beverage service to guests in a courteous and professional manner. This includes offering table service to guests and regularly checking the floor and preparing and delivering room service trays as and when required.
- To assist in the preparation of mise en place for service as required, in accordance with the required hotel standards.
- To plan and coordinate all activities to successfully execute meetings and conferences. Process all other additional requests such as room set-up, catering needs and audio visual device requirements.
- To keep back of house, restaurants, lounge areas and gardens tidy at all times and to regularly clean all associated equipment.
- Actively promote the F&B outlets, keeping up to date with the latest menus and offerings.
- Mix ingredients to prepare cocktails and other drinks for guest and wash utensils after each

use.

- Pour all drinks to the recommended legal standard in the appropriate glassware.
- Check identification of customers to make sure they meet age requirements for purchase of alcohol.
- Clean up restaurant, lounge and garden tables after customers and clean with appropriate chemicals.
- To notify the Restaurant/ Bar/ C&B Manager if you observe a particular item of stock is running low.
- To attend training sessions and courses and to assist with the 'on-the-job' training of new staff, as required.
- To handle minor complaints in a professional and courteous manner and to provide appropriate solutions. To immediately inform the management of all cases. To forward solutions and suggestions to eradicate complaints and other comments from guests to the Restaurant/ Bar/ C&B Manager.
- To ensure that all food & beverage items served at a quality and recorded in an appropriate manner in order that guests may be charged, and to operate a cash bar as and when required.
- To embrace every opportunity to maximise sales in a discreet and professional manner.
- To uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.
- To ensure the proper care and security of guest items, hotel equipment, stock, furniture and fixtures, reporting malfunction or theft to the management immediately, and in the case of all maintenance issues, record it in the maintenance book, which is found in reception.
- To assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, stationery, cleaning materials, china, glassware, silver and other equipment.
- To comply with all hotel and company policies and procedures.
- To comply with statutory requirements regarding the work place such as employment law, health and safety, hygiene, fire prevention, etc.
- To be responsible, whilst liaising with the Restaurant/ Bar/ C&B Manager, for your own development.
- To assist other departments where necessary and maintain good working relationships across all areas.
- To take on any other reasonable duties, or carry out requests necessary to assist in the smooth running of the hotel and deliver the highest standard of service.

Knowledge, Skills, Qualifications & Experience Required

- Previous restaurant, bar or conference and events experience is advantageous.
- Highly motivated and a strong team player.
- Demonstrate strong interpersonal skills. Able to communicate and engage effectively at all levels.
- Able to remain focused and prioritise, work under pressure and meet deadlines.
- Good written and verbal English
- Ability to work on own initiative.
- Ability to work in a team, to win confidence and cooperation at all levels
- Ability to prioritise workloads, meet deadlines and work to strict time constraints