



Job description

Job title	Food and Beverage Assistant
Department	Food and Beverage
Responsible for which other posts	None
Responsible to	F&B Manager

Job Summary

- Professionally and pro-actively provide food and beverage services to guests.
- Ensure an exceptional and professional service to every guest.
- Maximise sales and minimise operating costs.
- Support with facilitating conferences and functions as required.
- Pro-active cleaning, set-up and preparation of service areas, to ensure a smooth service.

Main Duties

- Prepare and serve food and beverage to guests in a courteous and professional manner, ensuring all items are to the required standard.
- Assist in the preparation of mise en place for service as required, in accordance with the Hotel's standards.
- Plan and coordinate all activities to successfully deliver meetings and conferences, including room and audio-visual device set-up and supporting with the delivery of catering.
- Keep back of house, restaurant, bar, lounge, terrace and garden areas clean and tidy.
- Ensure equipment is regularly cleaned.
- Actively promote the F&B outlets, keeping up to date with the latest menus and offerings.
- Prepare cocktails and other drinks for guest, ensuring measurements are to the recommended legal standard and check identification of customers to make sure they meet age requirements for purchase of alcohol.
- Notify the F&B management of stock issues, in a timely manner.
- Attend training sessions and courses and assist with 'on-the-job' training of new staff, as required.
- Handle minor complaints in a professional and courteous manner and to provide appropriate solutions.
- Inform F&B or duty management of all complaints and identify solutions and/or suggestions, to mitigate issues or complaints.
- Accurately record all food and beverage orders.



- Operate a cash bar, as and when required.
- Embrace every opportunity to maximise sales in a discreet and professional manner.
- Ensure the proper care and security of guest items, hotel equipment, stock, furniture and fixtures, reporting malfunction or theft to management immediately, and in the case of all maintenance issues, recording it in the maintenance book.
- Assist in keeping operating costs to a minimum by efficient and responsible use of resources.
- Assist other teams where necessary and maintain good working relationships across all areas.
- Be responsible, in liaison with the F&B management, for your own development.
- Take on any other reasonable duties and carry out requests necessary to assist in the smooth running of the Hotel and delivery of the highest standard of service.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, etc.
- Adhere to all Hotel policies, procedures and processes.
- Always act with integrity and in the interests of the Hotel.



Person specification

Experience

- Previous experience in a customer facing role.
- Previous restaurant, hotel, bar or conference and events experience (desirable).

Knowledge and Skills

- Passionate and committed to providing exceptional hospitality to our guests.
- Strong interpersonal skills, with the ability to communicate and engage effectively at all levels.
- Ability to work in a team, to win confidence and cooperation at all levels.
- Ability to remain focused, prioritise tasks, work under pressure and meet deadlines.
- Ability to work flexibly across all F&B areas of operation.
- Good written and numeracy skills.
- Highly motivated.
- Ability to work on own initiative.
- Knowledge and understanding of food hygiene and food allergens (desirable) (training provided).

Qualifications

- Good level of general education (GCSE English and maths, or equivalent).
- Food hygiene certificate (desirable).