

MIDLANDS PARK

HOTEL

Job Description

Position	Food and Beverage Assistant
Department	Food and Beverage Department
Reports to	Department Manager / Manager on Duty

Job Purpose

To assist with the smooth running of the Hotel as directed by a Manager/Supervisor in the Food and Beverage department and to ensure that guests always receive an excellent standard of service and hospitality.

Main Duties

- To live to and embody the values of the business.
- To develop and achieve the core competencies of the Midlands Park Hotel.
- Ensure that guests are seated and provided with menus and drinks promptly.
- Familiarise yourself with the menu and as much information about the food and beverage offering available in order to answer any questions guests may have.
- Take food and beverage orders and ensure that orders are communicated to the kitchen and bar promptly and accurately.
- Ensure an efficient and safe delivery of all food and beverage orders in line with the guest expectations ensuring an exceptional level of service is always maintained.
- Set up, clear and promptly service tables after use to ensure that guests can be seated in a timely manner.
- To take and receive payment for all food and beverage orders.
- To ensure F&B areas are tidied and cleaned to the required standards.
- To liaise with the Duty Manager during the day with regard to any irregularities
- To ensure effective communication with other departments in the Hotel
- To be responsible for the room service when required.
- To assist with the set up for functions
- To assist guests with any queries they may have.
- To promote a sense of team spirit within the F&B department and with all other departments
- To ensure all aspects of the food service and standards of presentation and service are maintained.
- To be observant of the food being served from the kitchen to ensure any problems are dealt with before reaching the guest.
- To establish and promote excellent relations with the guests ensuring their expectations are always met and leading the team by example
- To report daily to the Duty Manager, Bar Manager or Supervisor regarding service, comments and any other issues encountered.
- To assist guests with your knowledge of the menu and to take order accurately
- To assist with preparation of food service areas for service.
- To be competent in taking reservations and allocating tables when necessary.
- To assist in the preparation of table plans
- To ensure all work is carried out in a hygienic manner and that the work area has excellent hygiene standards.
- To demonstrate and promote our Vision, Mission and Values of the Midlands Park Hotel.
- To adhere to all health and safety regulations as set out in staff handbook.
- To participate in in all training provided by the company.

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Declaration

I agree and understand what the duties and responsibilities of my role are. If I find any challenges in carrying out the above requirements, I will seek my manager/supervisor attention to support me in achieving these obligations.

Signed

Name

Date

Signature