



JOB DESCRIPTION

JOB TITLE: Casual Food & Beverage Assistant
DEPARTMENT: All Food & Beverage Areas
RESPONSIBLE TO: Food Service Manager and Operations Manager

PRIMARY PURPOSE OF JOB:

Ensuring that guests receive the highest standard of service and hospitality in all F&B areas in line with any legal requirements and regulations laid down by the company and law.

Summary of Duties & Responsibilities

1. To prepare the restaurant, conference rooms and bar ready for service, ensuring that all tasks are completed, to the correct standard, for the correct opening times.
2. To greet, seat and service all guests in a friendly and polite manner in accordance with the company standards - To ensure the highest level of customer care and hospitality at all times.
3. To become fully conversant with all areas of the Restaurant and Bar, including tills, ordering and room service. Ensuring that everything is in line with Company standards and legal requirements before undertaking any tasks.
4. To maintain high standards in food and service within the Food and Beverage areas, ensuring that everything is adhered to within required times, and in the appropriate manner laid down in the departmental standards.
5. To ensure all equipment and utensils are set-up and prepared to Company standards, (including such things as coffee machines and the relaying of tables) to comply with all Health & Safety regulations as laid down by the Company and the law.
6. To ensure that everything is stored in the correct manner, in line with all food and beverage requirements and Health & Safety legislation. To notify a senior member of staff of any incident that is beyond your control and is not covering the above laws.
7. To ensure that all timesheets, cleaning rotas, and training are signed upon completion and to the standard that is expected within the standards manual.
8. To ensure that when responsible for the duty of cashier that all cash is handled properly and cash-up and billing is accurate.
9. The shift handover diary is to be completed with any relevant information for the next shift, including special bookings and changes in business.
10. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
11. To act in accordance with all Health & Safety and Hygiene regulations and to adhere to the Company's Health & Safety policy.
12. To attend all statutory training as & when requested.
13. To arrive at work at the correct time and in the correct uniform ensuring it is in immaculate condition.
14. To behave in a friendly and hospitable manner to all guests, customers and staff.

This JOB DESCRIPTION is not exhaustive, therefore the job holder may be required, from time to time, to carry out tasks as & when requested by Management.