

JOB DESCRIPTION

Job Title:	F&B Assistant
Responsible to:	F&B Supervisor, F&B Assistant Manager, and Restaurant & Bars Manager
Key Liaison:	Internal Clients – Reception, Health Club & Spa External Clients – Members, Spa Clients, Hotel Guests

Scope and Purpose of Role:

To provide a food and beverage service with a high degree of customer care. Greeting guests, offer restaurant menus, answering questions about menus, process food and drinks orders, carries food and drinks from the kitchen to the restaurant, bar and spa tables, prepare bills and process payments, cleaning and restocking.

Key Responsibilities:

1. Deliver advertised food and beverages in line with company brand standards and health and safety requirements. Take opportunities to upsell.
2. Deliver social events aimed at increasing second spend and sustaining high levels of membership retention.
3. Capture all revenue via Ezbook / Membertack and ensure charges are posted to hotel guests' room accounts. Cash up and reconcile payments. Maintain secure stock storage.
4. Maintain high standards of presentation and cleanliness in the food and beverage area and Amber Lounge.
5. Keep the food and beverage equipment clean and in good working order. Address or report any hazards and maintenance requirements.
6. Maintain regular communication by attending team meetings and relevant site meetings.
7. Maintain up to date knowledge of current industry trends. Lead own development needs.
8. Adopt a flexible approach and assist in different areas of the club as business and member and guest needs dictate. Carry out reasonable requests.
9. Introduce guests to the menus and announce daily or seasonal specials.
10. Topping up buffet areas.



11. Ensure the Food and Beverage areas are set up in preparation for the guest arrival.
12. Ensure that all guest orders are taken and served in a timely manner.
13. Stock allocation.
14. Positively contribute to the sales activities within your department and hotel. Maximise sales opportunities and to be knowledgeable of company products
15. Staying attentive to the needs of the guests in the dining and bar areas.
16. Clearing and cleaning duties.
17. Polishing cutlery.
18. Follow function sheets to meet the requirements of the guests.
19. Maintain grooming standards and presentation to an excellent level at all times.
20. Report all maintenance requirements and hazards in the work place to your Line Manager.
21. Take responsibility for your own personal development and keep personal portfolio up to date by attending training sessions and meeting when required and to operate in line with the training or information received.
22. Follow Hand Picked Hotels companies policies and procedures.
23. To ensure Brand Standards are met.

This job description provides an outline of the major focus areas of the job role and is not exhaustive and subject to amendment from time to time.

Job Holder:

SIGNED:

NAME:

DATE:



General Manager:

SIGNED:

NAME:

DATE: