



Job Title: General Assistant (F&B)

Reporting to: Food & Beverage Supervisor/Manager/Assistant Manager

Purpose of Role

To ensure that the F&B department delivers a high-quality service to the customers maximising on all sales opportunities. You will ensure delivery of great customer service at best possible cost within brand guidelines and satisfying legal requirements.

Personal Specification

- Enjoy working with and dealing with the public and being part of a team.
- Confident, pleasant and an excellent articulate communicator; able to stay calm under pressure and remain courteous when dealing with difficult situations.
- Must be efficient, organised and self motivated.
- Have a good personal standard projecting a professional image at all times.

Your key tasks reflect your contribution to our four core objectives, which are; people, customer, profit and sales.

Key Responsibilities

People

- To attend a service briefing at the beginning of each shift and a handover at the end of each shift
- Ensure clear and accurate communication between colleagues/departments to allow all requests to be met on time and to the expected standard.
- Assist in maintaining the cleanliness of the department.
- Actively support programs both company and property wide, ensuring that the Customer experience is truly engaging throughout each and every interaction throughout their stay
- Wear the appropriate clothing for your role and maintain a high standard of personal grooming

Customer

- To promote a helpful and professional image to the customer, giving full co-operation to any customer requiring attention
- To anticipate customer needs whenever possible to enhance the quality of service offered by the Venue, to ensure customer loyalty is maintained
- To ensure the customer is treated correctly, first time, every time

- Ensure all customers receive a warm welcome first time every time
- Handle guest queries and complaints and take the appropriate action to ensure total guest satisfaction is achieved. Communicate any problems to senior management, and liaise with them with complaints beyond your control

Profit

- To support the achievement of weekly, monthly and quarterly goals and targets within the department
- To ensure care and attention is taken when handling company property to protect company assets
- To be familiar with and promote other hotels within the group

Statutory Responsibilities

To observe all Fire, Health & Safety & Food Safety Regulations attending any training sessions necessary to keep you updated on new legislation and ensuring compliance with all current legal requirements. To be aware of your responsibilities in accordance with the company Health & Safety procedures.

Unspecified Duties

To carry out any other reasonable requests which would help to ensure that all guest expectations are exceeded.