**JOB DESCRIPTION**

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| **Position:** | Food & Beverage (F&B) Assistant |
| **Reporting to:** | Food & Beverage (F&B) Manager |
| **Contract type:** | Permanent |
| **Hours of work:** | 40hpw, (5 days out of 7) or as per the needs of the business |

**Purpose of Job:**

Working across all areas of the Lingfield Park Resort and reporting to the F&B Manager, on a day to day basis following the instructions of the F&B Supervisors, or in their absence the Bars Manager / Restaurant Manager, the F&B Assistant is responsible for the efficient and timely set up, break down and service of retail and hospitality areas as required meeting business needs and fulfilling customer requirements.

**Key Responsibilities**:

The role of the F&B Assistant covers the following aims and objectives:

1. In the absence of the F&B Supervisors, to communicate effectively with the Restaurant Manager, Bars Manager, F&B Manager, Retail & Cellar Manager and Conference & Banqueting (C&B) Supervisor to understand requirements and prioritise workload appropriately.
2. To be familiar with all hospitality areas on site with regards to room layout and capacities to ensure compliance with customer requirements as well as our health and safety responsibilities.
3. To ensure that all facilities are maintained to the highest possible standards of presentation.
4. To check correct distribution of bins and cardboard cages to areas when setting up areas in preparation for events.
5. To take an active role in looking out for maintenance or health and safety issues around the site during the course of normal duties and reporting them to the appropriate Departmental Head in a timely manner.
6. To be responsible for area supervision or work as and when requested during racing or at other events (to include any retail, hospitality or back of house area on site appropriate to skill set and experience level).
7. In liaison with the Health & Safety Manager, to be an ambassador for the Company recycling programme, specifically encouraging all raceday and events staff to use appropriate glass bins and break down boxes before recycling cardboard.
8. As and when required to directly supervise casual staff in set up and break down of retail and hospitality areas.
9. To take responsibility for security and energy efficiency for all buildings during the course of duties.
10. To continually promote Lingfield Park via a positive attitude.
11. To carry out Room Service, Bar and Restaurant operations, providing a high level of customer service and meeting Marriott Brand Standards.
12. To carry out any other works or duties as occasionally and reasonably requested by the Food & Beverage Manager.

**General**

1. To comply with all Health and Safety procedures associated with the department at all times. This relates to:
   1. Standards and procedures of correct working practices
   2. The completion of risk assessments
   3. COSHH regulations
   4. Use of Personal Protective Equipment
2. To control waste and operate according to the companies environment policy with regard to:
   1. Product control and waste minimisation
   2. Proper care and maintenance of equipment to prolong its life
   3. Using towels in appropriate quantity to minimise unnecessary laundering
   4. Proper separation and disposal of cardboard, paper and glass in recycling bins
   5. Minimising energy wastage by switching off unused lights, heating, PCs and equipment
3. To be an ambassador for Lingfield Park, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Resort in the most professional, courteous and efficient manner possible

**Person Specification**

Qualifications

* GCSE or equivalent

Experience

* Customer service
* Branded hotel experience is an advantage

Personality

* Works well under pressure
* Customer service focused
* Attention to detail
* Self motivate

Signed by Employee………………………………………………… Date…………………………………………….

Signed by Line Manager…………………………………………… Date…………………………………………….