



JOB DESCRIPTION

Job Title: Food & Beverage Assistant

Line Manager: Food & Beverage Manager

Job Purpose/Summary: Food and Beverage Assistants are primarily responsible for providing food and drink to guests ensuring we give exceptional customer service. This can involve direct table service or it can involve topping up the breakfast buffet, providing room service or working behind a bar mixing drinks. You will promote a hospitable and professional image to the guest and give full co-operation to any guest requiring assistance, with a prompt, caring and helpful attitude. You will be working in a fast in environment giving the customer the best service possible.

Key Responsibilities:

To provide a first class service to hotel guests	<ul style="list-style-type: none">● Ensure service standards are being adhered to at all times.● Be part of a team, able to handle all positive and negative guest feedback and record both correctly.● Actively consider prevention of any complaints.● Anticipate guests needs wherever possible and promote hospitality within the hotel, enhancing customer satisfaction.● Undertake quality training and coaching in a systematic and professional manner.● Undertake company and legal standards for cleanliness and maintain within the department.● Be part of a team that is correctly uniformed in line with company standards and understand the importance of personal hygiene.● Be punctual, polite, courteous and helpful to guests and colleagues at all times.● Be fully conversant with the facilities, services and promotions offered by the hotel and whenever appropriate, offer this information to the guest.● Go out of your way to WOW that customer, go beyond your normal responsibilities to show you care and want to make the customer experience memorable. Be talked about!● Be aware of responsibility for the security of the guest and hotel property.
Ensure all sales activity is monitored in line with company policy	<ul style="list-style-type: none">● Communicate and share knowledge with other hotel departments.● Positively promote sales awareness within the department and maximise sales opportunities.
Monitor and comply with all company and legal statutory requirements	<ul style="list-style-type: none">● Ensure that while you undertake your role you abide by the Health & Safety at Work Act 1974 and safe systems of work appropriate to your role.● Attend all Health and Safety, Fire and Food Training as directed by the designated Food Service Manager or HR.● Understand the importance of adhering to company policy with reference to hazard spotting, first aid reporting and reporting accidents.● To have complete understanding of hotel and company procedure in the event of a fire and maintain statutory awareness and understanding of how this impacts job roles within the hotel and the business as a whole.● Responsible for complying by COSHH when using company nominated chemicals.● Abide by all company and legal statutory standards at all times and bring to attention of any senior management any discrepancies or breaches of standards.● Attend all statutory training as requested.
Performance Indicators	<ul style="list-style-type: none">● Customer satisfaction reflected in positive feedback.● Emergency Action Procedures are followed.● Satisfactory training audits must confirm appropriate levels of training and any training needs are auctioned properly.

	<ul style="list-style-type: none"> • No avoidable accidents or dangerous occurrences. • All members of the team are proactive and confident in their respective roles. • Frequent and effective communication of complete and accurate information. • Excellent inter-departmental communication and co-operation. • Team demonstrates flexibility and ability to deal positively with new trends and changes. • High morale within the team. • To carry-out any other reasonable task deemed necessary by your line Manager
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Behavioural Competency Framework for a Guest Services Assistant -Food & Beverage

Adaptability	<ul style="list-style-type: none"> • Flexible • Responds to change positively • Calm under pressure • Thinks ahead
Communication	<ul style="list-style-type: none"> • Is clear and open • Encourages others to share ideas • Keeps others well informed and up to date
Creativity	<ul style="list-style-type: none"> • Looks for fresh ideas • Turns good ideas into realistic solutions
Decision Making	<ul style="list-style-type: none"> • Can act on own initiative • Accepts responsibility for own actions • Applies knowledge and experience
Influencing	<ul style="list-style-type: none"> • Persuasive • Has a positive profile • Gains people's attention when speaking • Gains commitment
Integrity	<ul style="list-style-type: none"> • Open and honest • Treats people fairly • Respects confidences • Adheres to legal obligations
Self Management	<ul style="list-style-type: none"> • Organised • Meets deadlines • Good time keeping • Personal appearance • Motivated • Sets a good example
Team Work	<ul style="list-style-type: none"> • Plays their part • Understands effect of their own behaviour on others • Supports, develops and encourages others

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: _____ C.pell _____

Print Name: _____ Callam Pell _____

(Date): _____ 03.05.25 _____