



Wolverhampton Racecourse – Holiday Inn

Position:	Guest Service – Food & Beverage
Reporting to:	Hotel Operations Manager
Contract type:	Permanent, Full Time
Hours of work:	40 hours per week, working 5 days out of 7, shift work is expected with a mixture of late and early shifts.

About the role

To Help assist the Hotel Operations Manager within their role offering support with the F&B team, rota's, cellar ordering supplies. To ensure the team are upselling the hotel and products at every opportunity to assist with meeting budgets and exceeding the guest experience.

At Holiday Inn we want people who are friendly, welcoming and full of life; people who are always finding ways to make every guest's experience an enjoyable one.

Key responsibilities for the role will include

Financial returns:

- Assist the Hotel Operations Manager monitor budget and control labour costs and expenses.
- Assist the F&B team to increase the Food & Beverage revenue paying particular attention to increasing the non-resident side to this.
- Develop plans to increase F&B revenue aiming to increase more walk ins and upselling at the restaurant and bar.
- Occasional Duty Manager shifts

People:

- Assist the Hotel Operations Manager with the day-to-day staffing requirements, plan and assign work, and establish performance and development goals for team members.
- Educate and train team members in compliance with local laws and health & safety regulations. Ensure staff are properly trained and have the tools and equipment to carry out job duties.
- Ensure staff are properly trained on systems, security, service and quality standards including all Access learning (in house training)
- Champion IHG Loyalty initiatives including IHG Rewards & Business Rewards, ensure relevant training for these initiatives is delivered as per Brand Standard, ensure the Team is compliant in enrolling and welcoming guests as per Brand Standard. Ensure IHG & ARC Targets are met. To communicate these back to the team.
- Manage and Formulate Rotas, taking into account Holiday Allowances.
- In line with compliance, internal and external audits ensure regular deep cleaning of hotel restaurant and bar area, line cleaning and deep cleaning of cellar and storeroom. Check



weekly and monthly cleaning schedules are completed and signed off by each shift leader and ensure that scheduled Ice Machine and glass machine cleaning is completed.

Guest experience

- Ensure front of house staff provide guests with prompt service, professional attention and personal recognition.
- Ensure guests are greeted upon arrival and make time to interact effectively with guests.
- Ensure the F&B team are greeting guests and delivering the Brand experience though out the hotel from check- in to restaurant experience and upon departure.
- To be able to trouble shoot manage simple maintenance issues to the guests satisfaction.

Responsible business

- Train team members on procedures and serve as a central communications point during emergency / crisis situations.
- Manage the 24-hour cover of the Food & Beverage Area, this includes sourcing or providing emergency cover.
- Support all aspects of the IHG yearly audit and follow up.
- Perform other duties as assigned. To serve as a Duty Manager for Hotel, Racecourse & Event Days.
- Monthly Bar audits to be carried out and logged.
- Assist at Reception during check in and check out ensuring a presence is in Reception if required.
- Ordering of stock for bar and "GO TO CAFÉ"

Accountability

- This job is a Guest Service Food & Beverage role at a full-service hotel and racecourse. You will report directly to the Hotel Operations Manager.

Personality

You are to demonstrate:

- Excellent communication skills
- Ability to work well under pressure
- Excellent organisational skills
- A systematic approach to problems
- A process driven attitude to tasks
- Loyalty
- Commitment
- Positive attitude

Other



To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments in conjunction with the Operations & Safety Manager.

To control wastage and operate according to the Companies environment policy with regards to:

- Product control and waste minimisation
- Proper care and maintenance of equipment to prolong its life
- Using towels in appropriate quantity to minimise unnecessary laundering and that any refused laundry is not billed for.
- Working closely with external housekeeping team, Front of House Manager & Operations Manager to ensure that standards are met and that rooms are set correctly prior to guests checking in.
- Proper separation and disposal of cardboard, paper and glass in recycling bins.
- Minimising energy wastage by switching off unused lights, heating, PC's and equipment.
- To ensure the Bin area is kept clean and tidy
- To ensure beer line cleaning is done weekly

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

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

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