

**Job Title:** Food and Beverage Assistant

**Location:**

**Line Manager:** Restaurant Manager

**Key Communications:**

- Head of Department
- Other Head of Departments
- Own Team
- General Manager
- Customers
- Other hotel teams

**Job Purpose / Summary:**

- To assist in the day to day running of the Food Service Areas and Bars and to ensure a consistently high level of service offered to guests.

**Core Accountabilities & Performance Indicators**

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To ensure that high standards of cleanliness and brand service are achieved in all areas.	<ul style="list-style-type: none"> <li>• Ensure all standard checklists are used as prescribed.</li> <li>• Ensure all cleaning in the designated areas is carried out to the Company Brand Standards.</li> <li>• To be able to deal with any reasonable requests from guests in a professional manner using the Mission Possible standards.</li> <li>• Maintenance of security is a priority.</li> <li>• Guest property lost / found procedure is adhered to.</li> <li>• To assist with the correct service of Restaurant/Bar menu and beverages.</li> <li>• To ensure all documentation, i.e. checks/bills are completed as necessary and carried out as per the Hotel and Company Standards.</li> <li>• To strive and anticipate customer needs whenever possible and react to these to enhance customer satisfaction in line with the Company's Mission Possible training programme.</li> </ul>
To understand the impact of effective cost control while undertaking the role.	<ul style="list-style-type: none"> <li>• To control costs through correct stock ordering and minimising wastage, forecasting and managing workload.</li> <li>• Financial awareness and understanding of how the role impacts the hotel Profit and Loss account.</li> <li>• Ensure security for both self and all departments.</li> <li>• To ensure the Company Health and Safety, Food Safety and COSHH legislations are adhered to; this will involve acting and appropriate training.</li> </ul>
To ensure a good level of product and local knowledge for guests when requested.	<ul style="list-style-type: none"> <li>• Must be aware of hotel facilities, restaurant /bar opening times, disable facilities and room types etc.</li> <li>• Knowledge of local area.</li> <li>• To be aware of the Licensing Laws in England, Scotland and Wales ( where applicable)</li> <li>• Know who to direct guests to if unable to answer queries.</li> </ul>
To ensure co operation and compliance with all legislation relevant to your role in the business.	<ul style="list-style-type: none"> <li>• MORE TEXT ON FULL DOCUMENT</li> </ul>
To ensure that Learning and Development is undertaken to enable you to fulfil your job role.	<ul style="list-style-type: none"> <li>• MORE TEXT ON FULL DOCUMENT</li> </ul>

**Competency Framework for a Food and Beverage Assistant**

MORE TEXT ON FULL DOCUMENT	• MORE TEXT ON FULL DOCUMENT
MORE TEXT ON FULL DOCUMENT	• MORE TEXT ON FULL DOCUMENT
MORE TEXT ON FULL DOCUMENT	• MORE TEXT ON FULL DOCUMENT
<b>Decision making</b>	• MORE TEXT ON FULL DOCUMENT
<b>Influencing</b>	• MORE TEXT ON FULL DOCUMENT
MORE TEXT ON FULL DOCUMENT	MORE TEXT ON FULL DOCUMENT
MORE TEXT ON FULL DOCUMENT	MORE TEXT ON FULL DOCUMENT
MORE TEXT ON FULL DOCUMENT	MORE TEXT ON FULL DOCUMENT

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 guests 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: \_\_\_\_\_ (Job Holder)

Print Name: \_\_\_\_\_ (Date): \_\_\_\_\_

Signed: \_\_\_\_\_ (Line Manager)

Print Name \_\_\_\_\_ (Date): \_\_\_\_\_