



# RICHARDSON HOTELS

*Where Memories are Made*

## Food & Beverage Operative (Bars)

<b>Job Title:</b>	Food & Beverage Operative (Bar)
<b>Department:</b>	Food & Beverage
<b>Responsible to:</b>	Food & Beverage Supervisor (Assistant) Food & Beverage Manager
<b>Date Created:</b>	21/05/16

### Main Purpose of Job

- Delivering 4\* customer service ensuring that all Standard Operating procedure are applied as well as that there is a continued focus on excelling in the delivery of customer service to our guests
- Predominantly work in the Compass Bar & Brasserie but work across all other Food & Beverage departments if business requires
- Being able to professionally take food and wine orders from guests and be able to advise the guest on the food & Beverage menus
- Proactively deliver table service at all times and ensure that the surroundings is welcoming to all guests and potential guests
- Assist guests in all queries and follow-up to ensure that queries have been dealt with to the customer satisfaction
- Proactively up-sell food, beverage and other company products where ever possible
- Having the ability to meet & greet guests and show them to tables in a courteous manner
- Setting up for events and functions in advance
- Serving banquets and functions as well as room service with efficiency and a friendly attitude if required
- Maintain and promote a high level of cleanliness throughout the Bar, all other Food & Beverage areas as well as all back of house areas
- Communicating in a professional and friendly manner to all guests and other team members
- To carry out any other reasonable request by your line manager or other members of Senior management

### Main Responsibilities

- To be in correct uniform and of smart appearance at all times
- Paying attention to Personal Hygiene and ensure personal grooming standards are complied with
- Sound level of understanding of all food & beverage products offered in the department
- Ensuring maximum level of preparation in line with expected business
- Consistently understand and deliver the importance of good time keeping
- Have a high level of commitment to your work
- Complete all reasonable tasks requested of you by Management

- To personally complete all departmental standards and AA to ensure customer expectations are reached at all times
- Attend training sessions that aim to develop the team as well as assist in communication new procedures and policies within the hotel
- Minimal wastage
- Dealing with cash and other monetary items ensuring the all server food & beverage items are paid for by the guests at all times
- Ensuring the all food & beverage areas are cleaned and maintain in line with departmental cleaning schedules as well as food hygiene regulations

### **Person Specification**

Guest oriented, service minded and desire to please	<b>Essential</b>
Friendly Personality	<b>Essential</b>
Excellent Communication Skills	<b>Essential</b>
Hard Working	<b>Essential</b>
Willing to go the extra mile	<b>Essential</b>
Team player	<b>Essential</b>
Good sense of initiative	<b>Essential</b>
Level 2 in Food Safety	<b>Desirable</b>

### **Work Pattern**

Shift may vary depending on the level of business