**JOB DESCRIPTION**

**Job Description:** Food & Beverage Assistant

**Purpose of job:** To ensure that food and drinks to all guests is served in a manner that exceeds their expectations and is to the Mour standards. To incorporate the key points of service at all times.

**Responsible to:** Manager on duty, supervisors.

**Liaison with:** All departments, employees and management.

**Key responsibilities**

**PRODUCT AND SERVICE QUALITY**

* To ensure key points of service are adhered to; and consistent.
* Provide excellent customer service at all times; actively talk to customers
* To ensure all food and drink is served and presented in accordance with company standards.
* To demonstrate extensive knowledge of food and drink – allowing to advise customers on menu and food & beverage choices; and general company knowledge.
* To be responsible for the daily maintenance, cleaning of the Bar & Grill, storage areas and all equipment, informing your Manager on duty of any problems; ensure that all of the Bar & Grill areas are well presented.
* To ensure we are striving to make every guest a repeat guest by providing an excellent level of service at all times.
* Meet & Greet customers in a warm, welcoming manner; react to all customer requests positively.
* To adhere to the service system and priorities.
* To be responsible for completing opening and closing procedures as specified (Refer to specific Bar & Grill Training SOPs).

**FINANCE AND ADMINISTRATION**

* To be responsible for all dockets reaching appropriate departments in an acceptable timescale.
* Ability to take table reservations, manage bookings and liaise with Reception.
* To be responsible for accurate use of the Micros system and all cash and other payment methods during the shift including correct cash and credit cards reconciliation at the end of the shift.

**BUSINESS PROMOTION AND SALES**

* To have a pro-active view towards promotions and sales and up-selling where appropriate.
* To maximise sales through suggestive selling techniques.
* To ensure a reasonable level of personal interest in the Hotel in general; ensuring a high level of information and service to customers; and to ensure that all general enquiries and relevant information are dealt with or referred on as appropriate.

**HUMAN RESOURCES AND TRAINING**

* To be responsive to all training provided and to attend all training sessions.
* To act as a role model to all new employees, by showing a positive approach to team spirit through excellent team support and communication.
* To be supportive with the training of trainee in their area of expertise.
* To attend department and staff meeting when required.
* Adhere to the Company’s uniform policy at all times when on duty.
* Maintain a high level of attendance, and time keeping in line with their rota.
* Adhere to all aspects of licensing law, trading standards, Customs and Excise regulations, food hygiene, health and safety and Company policy.

**TECHNICAL SKILLS & GENERAL**

* To adhere to all company rules, regulations and procedures and be aware of what is going on in the business.
* To communicate any potential problems to the Manager on Duty.
* To ensure you’re always acting as a “team member”.
* To always observe attention to detail with regards to standards.
* To be aware of food hygiene requirements and standards of cleanliness.
* To be aware of health & safety in your workplace.
* To comply with all licensing legislation.