

JOB DESCRIPTION

- JOB TITLE:** Casual Food & Beverage Colleague
- REPORTING TO:** Team Leader/Head Bartender/Events Manager/Assistant Restaurant Manager/F&B Outlet Manager/F&B Director
- WHAT WE DO:** At the Athenaeum Hotel, it is our purpose to (re)create a magical haven in a frenetic world. Our values are Creative, Ambitious, Respectful, and Ethical. Every employee across the business helped to create our values, and they are at the heart of everything we do.
- JOB PURPOSE:** The Hotel F&B Colleague is a trusted member of the F&B team who is at the forefront of our service to (re)create a magical haven for our guests.

DUTIES AND RESPONSIBILITIES:

Colleague:

- Respect, help and work alongside all colleagues in the hotel and where necessary, perform tasks outside of the F&B department in line with business demands.
- Maintain good knowledge of menus, allergens, bar drinks and F&B promotions.
- Attend all legal and interest trainings where required and remain up to date in all FLOW online courses.
- Ensure all tasks are finished in a timely manner and all shift duties are completed and checked before finishing a shift.

Guest:

- Ensure all guest needs are met or exceeded in any area of the Food and Beverage department (Restaurant, Room Service, Bar, Events).
- Have a warm and thoughtful attitude towards each guest and take initiative to find out and implement what would make their experience 'extra special'.
- Maintain a consistent 5 star level of service at all times in all areas of the F&B department.
- Recognise, remember and act on all special requests, allergies and occasions and ensure all guests both new and returning are welcomed by name.
- Take initiative to solve guest issues and complaints where possible and ensure all guest issues are reported to management as they happen.

Financial Performance:

- Correctly account for all monies taken and goods sold.
- Confidently upsell items to increase company revenue.
- Correctly follow menu engineering to suggest and sell high revenue items.

Values:

- Treat all guests and team members in a warm and thoughtful manner.
- Take pride in the hotel and ensure all tasks are completed to a high standard.





- Motivate yourself and your team members to create a thriving magical haven for both our guests and our colleagues.

Other:

- To work within all company policies with specific reference to the Health and Safety at Work Act, the Food Hygiene Regulations, Licensing and Weights and Measures legislation.
- Follow all cleaning, labelling and stock rotation procedures as dictated by company policy.
- Report all maintenance issues to management.
- To always listen to guests and colleagues – Show warmth, thoughtfulness and pride in all of your interactions
- Always strive to create a magical haven for our guests and talk about ways to do this with other colleagues
- Always be willing to help – guests and colleagues alike

PERSON SPECIFICATION

Essential:

- Experience of working in a food and beverage outlet (Restaurant, Room Service, Bar, Events etc.)
- Some knowledge of food and beverage.
- Outgoing and confident personality.
- A flexible and willing attitude.

Desirable:

- Experience of working in a 5* Hotel or a high end restaurant
- WSET or bartending courses
- Level 1 Food Hygiene
- Allergen Training
- Service Training

I confirm I have received and understood this job description.

Name:

Signed:

Date:

The Post holder must be aware of his/her responsibilities with regard to the Company Equal opportunity and Health and Safety at Work Policies.

