

Food & Beverage Team Member

Location: Holiday Inn Belfast City, 40 Hope Street, Belfast, BT12 5EE

Department: Restaurant/Bar

Reports to: Food & Beverage Manager

Hours of Work: As rostered to meet the needs of the business

Rate of Pay: National Minimum Wage under 25
National Living Wage 25+

Job Overview

Ensure the cleanliness and correct preparation of mis-en-place, set up of the hotel restaurants prior to and after service, ensuring the guests are warmly welcomed, orders taken efficiently and served to standard to ensure guest satisfaction.

Main Duties and Responsibilities:

- Preparation of restaurant and bar
- Guests to be welcomed in a warm, friendly and courteous manner at all times
- Meals and drinks to be served efficiently and with minimum delay/wastage
- Responsible for own station, replenishment of crockery, cruets, cutlery etc.
- Tables reset for next service
- Answering the telephone and taking reservations for restaurant and accommodation
- The opening and service of bottles of wine
- Ensure dishes leaving the kitchen are to appropriate standards of presentation
- Ensure the correct implementation of the customer relations policy
- Wear clean, suitable uniform at all times
- Ensure a high standard of personal hygiene and grooming
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Ensure billing is carried out accurately and signatures for room charges obtained
- Assume responsibility for accepting bookings and to keep the booking diary up to date
- Plates to be scraped, sorted and stacked in wash up
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Participate in any training and personnel exercises designed to improve standards and performance
- Work in accordance with standard procedures within each department





- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management & observe all requirements under the health & safety legislation
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Qualifications and Requirements

Essential:

- Experience within a Food & Beverage/Waiting staff role
- Good communication and listening skills
- Ability to work in a fast paced environment requiring flexible working and a genuine
- Willingness to help guests and colleagues in the hotel

Desirable:

- Experience within the hospitality industry
 - 5 GCSEs at grade C or above to include Maths and English or equivalent
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IHG Employee Benefits

Staff Rates Worldwide
Staff Room Rates start at £25 B&B
IHG Reward Club Incentive Scheme
50% Discount on Food & Drink

Andras House Employee Benefits

Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Benefit Scheme – discounts on shopping, travel, food
Holiday Entitlement
Work for globally renowned Hotel Brands
Continuous Job Vacancies throughout the Group
Uniform
Staff Meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.



Holiday Inn