Food & Beverage Team Member

**Location:** Ibis City Centre, 100 Castle Street, Belfast, BT1 1HF

**Department:** Food & Beverage

**Hours of Work:** 16 hours per week

**Rate of Pay:** National Minimum Wage Under 25

National Living Wage 25+

**About Us…**

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We’re the city’s largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

**About the Role…**

The Food & Beverage Team Member will be responsible for ensuring that each and every guest receives a warm welcome and an exceptional experience. You will recommend food and drink and help keep service on-track and up to standard

**Why Work for Us…**

**Andras Hotels Employee Benefits:**

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**Accor Employee Benefits**

30% Discount on Accommodation

Vouchers

**Main Duties and Responsibilities**

* Responsible for dealing with guest requirements in a courteous, charming and professional sales-oriented manner to both internal and external guests
* Be the main direct guest contact sales person and offer prompt service
* Ensure all guests receive an exceptional level of service and will want to return
* To aid and assist guests throughout their stay in a friendly and professional manner
* To have a full understanding the food and beverage area of the hotel in detail and working knowledge of all operational areas
* Ensuring excellent and professional guest service is consistently provided at all times
* Ability to work in a team based environment
* Take every opportunity to sell, creating revenue for the Food & Beverage department
* Take a responsible approach towards timekeeping and attendance at work to ensure the department runs efficiently at all times
* Attend and contribute to all Food & Beverage staff meetings, set out by the Food & Beverage Team Leader
* Be aware and understand all relevant company guidelines and policies
* Be fully aware of and adhere to Health and Safety and Food Hygiene legislation
* Report all damage and hazards within your areas of work
* Fully understand the security procedures throughout the hotel
* To have a full understanding of the hotel fire emergency plan procedure and act as a competent person in the event of an emergency
* Undertake all other duties as required and outlined by the Food & Beverage Team Leader

**Key Performance Behavioural Indicators**

* Identifying customer service problems or issues before they arise
* Displaying a positive, friendly and informal manner with customers
* Showing a sense of urgency on behalf of customers and actions requests quickly
* Undertaking work in a well-organised and systematic way
* Working effectively with colleagues and other departments
* Striving for excellence by paying attention to important detail
* Ensuring promises are kept by following through on customer requests

**Accountability**

* Works within Food & Beverage Department
* Hours of work will involve mornings, evenings and weekends

**Qualifications and requirements**

**Essential:**

* Experience within a Food & Beverage role
* Good Communication and Listening skills
* Flexibility regarding working hours
* Attention to detail and a willingness to learn

**Desirable:**

* Experience of working in hospitality
* 5 GCSEs at Grade C or above to include Maths and English or equivalent

**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**