

Food and Beverage Team Member

Location: Holiday Inn, 4 Hope Street, Belfast, BT12 5EE

Department: Food & Beverage

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...

This is a crucial role within a dynamic and fast paced environment. Within this customer facing role you will be a key player in enhancing the guests experience and driving brand loyalty. This is a hands on role playing a crucial part in the day-to-day running of food operations. You may at times assist other departments to ensure an excellent service is provided to our guests.

About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have excellent communication skills, the ability to perform well as part of a team and be able to work on your own initiative. You will have strong attention to detail and be able to carry out instructions.

Why Work for Us...

Andras Hotels Employee Benefits:

Recruit a Friend Scheme

Employee of the Month Award

Staff meals while on duty

Uniform

Discounted rate at Bodyscape based at Crowne Plaza

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

Reward Club Incentive Scheme

Discounted Hotel Rates

Hotel Incentive scheme

Main Duties and Responsibilities

- Achieve individual and departmental objectives
- Preparation of restaurant/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.
- The opening and service of bottles of wine
- 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.
- Demonstrate service attributes in accordance with industry expectations and company standards including attentiveness, anticipation, accuracy and maintaining high levels of knowledge about the products and services offered by the hotel
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment.
- 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.
- Participate in any training sessions, briefing and meetings as and when requested
- Adopt the hotel brand behaviours

Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

Accountability

This job involves working in Restaurant and Bar areas.

Hours of work will include evenings, weekends and bank holidays

Qualifications and requirements

Essential:

- 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 in a customer service role
- Experience within a Food & Beverage/Waiting staff role
- Experience within the hospitality industry
- 3 GCSE's 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