



## Food and Beverage Team Member

**Location:** Hampton by Hilton

**Department:** Food and Beverage

**Reports to:** Food & Beverage Manager

**Hours of Work:** 24 hours per week

**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 food and beverage areas prior to and after service, ensuring the guests are warmly welcomed, orders taken efficiently and served to standard to ensure guest satisfaction.

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### 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.
- 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 including name badge
- Ensure a high standard 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.

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### Accountability

This job involves working in Restaurant and Bar Areas. Hours of work will include evenings, early mornings and weekends

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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

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### Desirable:

- Experience within the Hospitality industry
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification

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## Hampton by Hilton Employee Benefits

Team Member Hilton Honors

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## Andras Hotels Employee Benefits

Andras Academy – progression opportunities within the Andras Hotels Group  
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food  
28 Days Holidays  
Work for globally renowned Hotel Brands  
Continuous Job Vacancies throughout the Group  
Uniform  
Staff meals while on duty

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**\* To carry out any reasonable duties as specified by the General Manager, or Company Management**

**\* This above list of duties and responsibilities is neither inclusive nor exhaustive and there may be other duties and responsibilities associated with this job or position**