

Food & Beverage Team Member

Location: Crowne Plaza, 117 Milltown Road, BT8 7XP, Belfast.

Department: Food & Beverage

Salary: £9.29 per hour

Hours: Various hours

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 & Development Programmes & 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.
- 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 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.
- Assisting the Events Supervisor in the management of small events
- Set-up and serving of Tea/Coffee stations within the Event Areas
- Carrying out Manual Handling tasks such as lifting and carrying Charis and other furniture to ensure the rooms meet customers exceptions and hotel standards
- Ensure all food and beverage requirements are met according to function sheet, including items ordered and times
- Understanding of IHG standards within the Conference and Banqueting Department, ensuring all standards are met on a daily basis
- Be aware of all events / Conferences happening on a daily basis and the requirements for each
- Communicate with the Food & Beverage and Conference & Banqueting Management Team regarding any queries, changes or complaints as and when they arise
- Set up rooms correctly to the pre-defined criteria and ensure that they are serviced correctly and cleared down correctly
- Assist with and manage room cleaning to ensure a very high standard of room cleanliness is achieved
- Liaise with all other departments on the special requirements of large groups or individuals and follow through, e.g. morning paper delivery, placing gifts in rooms, group departure times etc.
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times.
- Ensure the correct implementation of the customer relations policy
- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management & observe all requirements under the health & safety legislation.
- Wear clean, suitable uniform at all times.
- Ensure a high standard of personal hygiene and grooming.
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment.
- Actively participate in any training that has been set up to aid your personal development.
- Work in accordance with standard procedures within each department.

Behaviours:

- Teamwork – 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:

- Works within Food and Beverage Department
- Will be expected to assist the Conference and Banqueting department
- Hours of work will involve mornings, 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 within the hotel.

Desirable:

- Experience within the hospitality industry
- Experience in working in events or Conference & Banqueting
- Experience within a Food & Beverage/Waiting staff role
- Experience within a customer service role.

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.

To apply, please submit your CV by email to hassistant@andrashouse.co.uk