

## Guest Service Agent

**Location:** Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

**Department:** Restaurant / Bar

**Hours:** 32 hours per week

**Pay:** £9.29 per hour

### 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...

- Play a crucial part in the day-to-day running of the food operations – working as part of the Food & Beverage Team, making sure the kitchen runs smoothly
- Prepare food to order and ensure the highest standards of cleanliness, safety and compliance with hygiene regulations at all times.
- Implements Brand Projects and identifies features such as the hotel loyalty scheme, bringing the Brand concept to life on a day-to-day basis

### 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...

### Food and Beverage

- Achieve individual and departmental objectives
- Serve food and beverages to the standards set out by the hotel at all times.
- Follow the food and beverage sequence of service set out by the hotel at all times.
- Prepare food, including our 24/7 menu options to the highest standards
- Comply to the highest standards of cleanliness, safety and hygiene regulations at all times
- Clear and refresh lobby and restaurant tables (and conference room if relevant)
- Upsell food and drink items including any daily specials
- Responsible for the cleanliness of all equipment used to serve guests
- 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.
- Participate in any training sessions, briefings 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...

Works within a Front Office and/or Food and Beverage setting

Hours of work will include mornings, evenings, weekends and bank holidays.

### Qualifications and Requirements...

#### Essential:

- 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 a customer service role
- Experience within the Hospitality Industry
- Basic level of IT proficiency



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

