

## Food and Beverage Team Member (Various hours including 40 hours)

Hotel: Crowne Plaza Belfast  
117 Milltown Road  
Belfast, BT8 7XP

Department: Food & Beverage

Reports to: F&B Manager

### About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

### What is the job?

Our F&B outlets makes memories for our guest. The sights, sounds, scents and, importantly, service. As a F&B Team Member you'll welcome our guests, recommend food and drink and help keep service on-track and up to standard. By tailoring each guest's experience to their unique tastes, you'll create memories as delightful as the dishes.

### What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

### Your day to day

- Make each meal a feast for the eyes and treat for the taste buds. With your own signature flare, you'll turn our high standards into memorable meals for every guest
- Own your Work station – keep on top of supplies and equipment, and minimise waste
- Tell your supervisor or duty manager about any unsafe equipment, low supplies or safety incidents



- Help create a safe space by following our safety procedures and wearing necessary protective equipment
  - Be cleaner than clean – meet or exceed local cleanliness and hygiene laws
  - Help with washing up and other kitchen duties when needed
  - Give guests a better experience by helping with any queries or advice
  - Wear your uniform with pride
  - Take on other ad-hoc duties when the whole team needs to pull together.
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## What we need from you

### 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.

## How do I deliver this?

**We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.**

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

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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 [hrrassistant@andrashouse.co.uk](mailto:hrrassistant@andrashouse.co.uk)

