



Food & Beverage Team Leader – (40 hours)

Hotel:

Holiday Inn
40 Hope Street
Belfast, BT12 5EE

Department:

Food & Beverage

Reports to:

Food & Beverage 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?

Reporting to the Food & Beverage Manager and Assistant manager Food and Beverage Manager , will be responsible for supervising all aspects of the Restaurant and Bar in the hotel. You will maintain consistent standards of service, ensuring guest satisfaction whilst creating a working environment that supports the brand standards of Holiday Inn and hotel targets.

You will play a crucial part in the day-to-day running of the Food and Beverage operations – working as part of the Management Team, making sure the F&B department run smoothly. You will assist the Food and Beverage manager to ensure the team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times

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

- Ensure all areas of responsibility are run effectively in the absence of the Head of Department, in line with standards and that the department is adequately resourced in line with business requirements
- Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives
- Have full awareness of Holiday Inn brand standards and your role as Team Leader in ensuring the F&B team follow through on these standards on a daily basis
- Be present to meet and greet customers, checking requirements and passing on relevant information
- Check and monitor that all beverages and food items are prepared and served according to company standards and within regulations – maintaining customer service at all times
- Have full product knowledge of the facilities offered at the hotel
- Supervise staff on your shifts to ensure a consistently high service delivery and guest satisfaction
- Awareness of guest satisfaction scores and the measures put in place to meet department quality targets and objectives
- Be confident with people, be able to sell, and able to deal with any guest complaints/issues in a timely and efficient manner
- Health and Safety management – comply with company procedures and Safety Risk Audits
- Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation
- Other ad-hoc duties - unexpected moments when we must pull together to get a task done.
- Follow the policies and procedures of the department and the hotel
- To participate in any training and personnel exercises designed to improve standards and performance
- Perform other duties as assigned

Essential

- Experience within a Food and Beverage role
- Proven experience of supervising and directing others, while demonstrating a hands-on approach
- Customer service experience
- Ability to meet deadlines, and work under pressure with the ability to motivate others within the Food and Beverage Team
- Good communication and organisational skills.

Desirable

- Experience within the hospitality industry as a supervisor
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification.





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 Holiday Inn hotels.

The Holiday Inn 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.

What we need from you

Essential:

- Good communication and listening skills
- Ability to work in a fast paced and pressurised environment
- Ability to work within a Team and also independently
- Ability to communicate and follow instruction.

Desirable:

- Experience in a Kitchen Porter role
- Experience of working in hospitality.





*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

