



# Food and Beverage Team Member– Various hours including 16/24/32/40 hours

Hotel: Hampton by Hilton  
15 Hope Street  
Belfast, BT12 5EE

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 Food & Beverage team 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 today

- 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 Workstation – 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:

- Compliant – as well as meeting local laws on food handling and serving alcohol, you'll be above the minimum age required
- 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 within a Food & Beverage/Waiting staff role
  - Experience within a customer service role
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## How do I deliver this?

“**Hamptonality**” is a term that the brand uses to define the **proactive, friendly service** that Hampton hotel team members offer guests daily, aligning with the product and amenities at the hotels.

Each member of the Hampton team is committed to anticipating and fulfilling guests' needs and therefore always strive to be:





- **Friendly:** I always go out of my way to be friendly to my colleagues and to guests
- **Authentic:** I am authentic and true to the brand
- **Caring:** I am caring and compassionate, I am always eager to lend a helping hand
- **Thoughtful:** I am thoughtful and consider the best course of action
- **I find surprising ways to approach a challenge**

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)**

