

Food and Beverage Team Member

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

Department: Food & Beverage

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

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:

- Team Member Hilton Honors
- Health Care Cash Plan
- Andras Hotels Staff Discount Scheme – travel, food, shopping
- Recruit a Friend Scheme
- Employee of the Month Award
- Payroll Giving in Action
- Staff meals while on duty
- Uniform
- Discounted rate at Crowne Plaza Gym
- 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...

- Achieve individual and departmental objectives
- Preparation of restaurant and 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 and to the standards set out by the hotel at all times
- Responsible for own station, replenishment of crockery, cruets, cutlery etc.
- The opening and service of bottles of wine
- Ensure dishes leaving the kitchen are to appropriate standards of presentation.
- Ensure the correct implementation of the customer relations policy
- Wear clean, suitable uniform at all times including name badge
- Ensure a high standard uniform at all times
- Ensure a high standard of personal hygiene and grooming
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times.
- 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...

This job involves working in Restaurant and Bar Areas.

Hours of work will include evenings, early mornings and weekends

Qualifications and Requirements...

Essential:

- Experience within a Food & Beverage/Waiting Staff Role
- Experience in a customer service role
- 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 in the hotel

Desirable:

- Experience within the Hospitality industry
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification

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