
Recruitment Pack

Food and Beverage Team Leader



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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.



Notes to Applicants

Job Title: Food and Beverage Team Leader

Location: 75 University Street, Belfast

To download an application pack and apply please visit:
<https://www.andrashouse.co.uk/careers.html>

- Completed and signed application forms can be returned in hard copy or send to Michelle Trotter hrofficer@andrashouse.co.uk,
- Please do not alter the formatting of the application form.
- Alternatively you can send your CV to the above email address.
- You will be contacted by the Head of Department in due course to arrange a suitable interview date & time.
- Applications & CVs should be returned by the closing date



Selection Process

- You should ensure that you provide evidence of your experience on your application form, giving length of experience, examples and dates as required.
- Holiday Express will not make assumptions from the title of the applicant's post as to the skills and experience gained.
- A shortlist of candidates for interview will be selected on the basis of the information contained in the application.
- Candidates should demonstrate how and to what extent they satisfy each of the criteria outlined.
- Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.
- Shortlisted candidates will be invited to an interview scheduled to take place on the date specified or as soon as possible.
- Holiday Express will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.
- Reasonable adjustments will be made to enable you to attend an interview if required.
- The panel's decision at every stage of the selection process is final.
- Canvassing will result in disqualification from the process of selection.

Feedback

- Due to the high volume of applications anticipated, Holiday Express is unable to provide individual feedback on why applications have been unsuccessful at shortlist stage.

- Following interview stage feedback can be provided, by request, once the recruitment process is complete.

Pre-Employment Checks

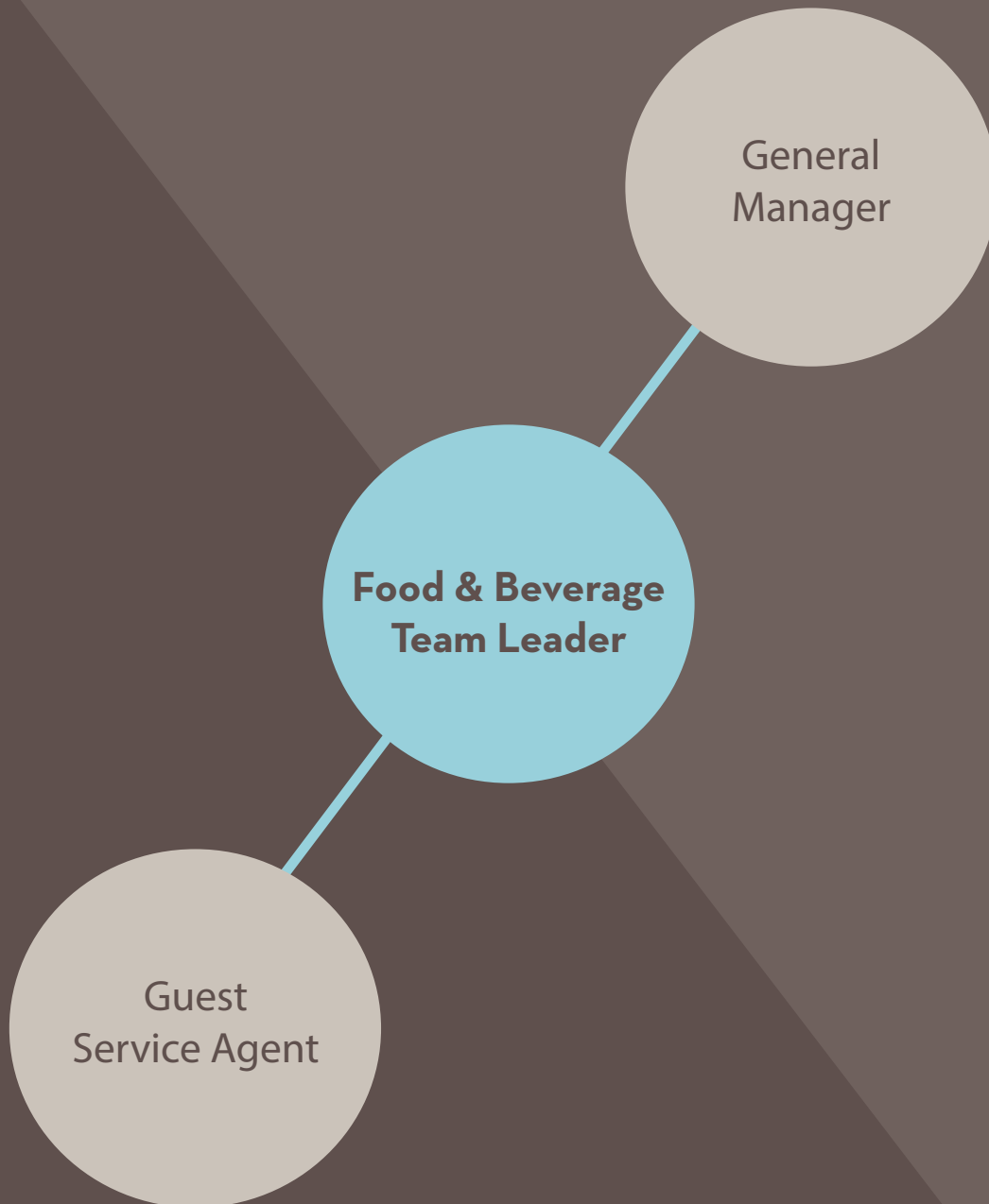
Prior to taking up duty the person recommended for appointment must:

- Enter into an agreement which sets out the main terms and conditions of employment.
- Provide evidence of the right to work and reside in the UK via a passport and proof of a national insurance number (for example national insurance card, P45 or payslip).
- Produce official evidence of your qualifications as required.

Job Applicant Privacy Notice

- Andras House is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants.
- Processing data from job applicants allows us to manage the recruitment process, assess and confirm an applicants suitability for employment and decide to whom to offer a job.
- In some cases, Andras House will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive personal data to check qualifications and to check applicants' eligibility to work in the UK before employment starts.
- All data relating to job applicants is held for no longer than is required by statute.

Structure



Job Description

Job Title: Food and Beverage Team Leader

Reporting To: General Manager

Location: 75 University Street, Belfast

About The Role

Ibis Queens quarter is 56 bedrooms Hotel which has an on-site restaurant for daytime snacks and limited evening à la carte, a welcoming, 24hr lobby bar for enjoying a nightcap or two and an unlimited, hearty breakfast spread every single morning. And it's all topped off with the warmest welcome from our friendly hotel staff.

You will play a crucial part in the day-to-day running Hotel as part of the Management team, with key responsibility of making sure the kitchen and F&B service runs smoothly. In Ibis Queens Quarter our knowledgeable and confident team beautifully prepare and present limited menu food to our guest's. You will be responsible of whole F&B operations in Hotel which include prepare food to order, servicing the food & drinks and make sure you and your team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times in all F&B areas including Kitchen.

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

- Health Care Cash Plan
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape, based at the 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

- Have full awareness of Ibis brand standards and your role as Team leader in ensuring the Food and Beverage team follow through on these standards on a daily basis
- Create SOPs and train team in our limited meal menu & breakfast preparation
- Manage everyday activity, plan and assign work ensuring you always have the right staffing numbers
- Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives
- Drive bar promotions that deliver great bar experience for guest at good values.
- Monitor budget and control expenses with a focus on food, beverage, and labour costs
- Ensure all cash and credit card transaction are handled securely
- Help GM to prepare annual food & beverage budget.
- Be present to meet and greet customers, checking requirements and passing on relevant information
- Check and monitor that all beverages and food items are always prepared and served according to company standards and within regulations – maintaining customer service
- 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 have to pull together to get a task done

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.

Qualifications and requirements

Essential:

- Experience within a Food & Beverage Team Leader / Duty Manager Role
- Proven experience of leading 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 & Beverage team

Desirable:

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

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

Accountabilities

- As Food & Beverage Team Leader, you are in charge of the organisation and the quality of services offered to the customer.
- You will also act as Duty Manager in the absence of the General Manager, or as required by your rota
- Hours of work will include nights, weekends and bank holidays

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Ibis Queens Quarter,
75 University Street,
Belfast, BT7 1HL,
028 9023 8888

