



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

POSITION: FOOD AND BEVERAGE SERVER, VARIOUS OUTLETS
DEPARTMENT: FOOD AND BEVERAGE
REPORTS TO: BAR MANAGER / RESTAURANT MANAGER / CONFERENCE AND BANQUETING MANAGER
RESPONSIBLE FOR:

JOB PURPOSE

To maintain standards of service within the Food & Beverage Department with particular attention to guest satisfaction and cleanliness

MAIN RESPONSIBILITIES AND KEY TASKS

- Ensures orders of food and beverage are served promptly in accordance with hotel standards
- To ensure exemplary hospitality to the guest at all times
- To be fully conversant with systems and ensure that all guest bills are posted correctly
- To ensure that every up-selling opportunity is acted upon
- Ensuring daily that the outlet is prepared to standard service and all preparation is organised for current and following days
- To work to an agreed rigid cleaning procedure
- Act upon opportunities in and outside of your outlet taking ownership to remedy guests and colleague needs. In the absence of your Supervisor/Manager take the responsibility to ensure the outlet is run to the set standard
- To attend all relevant training as and when required
- To develop and maintain good working relationships with all departments in the hotel
- To report all maintenance faults to the Maintenance Department and follow the remedy through. Report any loss or severe damage to management
- To ensure minimal wastage within the food and beverage area
- To show willingness to take on additional responsibilities when necessary
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To ensure total standards relating to security are maintained with emphasis on the following:
 - Liquor stocks
 - Hotel equipment
 - Keys
 - Floats
 - Glasses
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
 - Licensing laws
 - Fire regulations and procedures
 - Health and safety regulations
 - First aid procedures
 - Food hygiene regulations
- To ensure that the company's dress code and grooming policy is adhered to at all times



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RESPONSIBLE FOR:

- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Line Manager/General Manager/Deputy General Manager

The statements in this Job Description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

SIGNATURE		
Employee name:	Employee signature:	Date: