



TITANIC HOTEL  
BELFAST

## **JOB DESCRIPTION**

**TITLE:** Food & Beverage Assistant

**DEPARTMENT:** Food and Beverage

**RESPONSIBLE TO:** F&B Manager/C&B Manager/Supervisor

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### **Job Purpose**

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

### **Main Responsibilities/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 on a daily basis that the Department 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 Department taking ownership to remedy guests and colleague needs. In the absence of your Supervisor/Manager take the responsibility to ensure the Department 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



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- 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.
- 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.