

JOB DESCRIPTION

JOB TITLE: Food & Beverage Colleague

REPORTING TO: Team Leader/Head Bartender/Events Manager/Assistant Restaurant Manager/F&B Outlet Manager/F&B Director

WHAT WE DO: At the Athenaeum Hotel, it is our purpose to (re)create a magical have in a frenetic world. Our values are Creative, Ambitious, Respectful, and Ethical. Every employee across the business helped to create our values, and they are at the heart of everything we do.

JOB PURPOSE: The Hotel F&B Colleague is a trusted member of the F&B team who is at the forefront of our service to (re)create a magical haven for our guests.

DUTIES AND RESPONSIBILITIES:

Colleague:

- Respect, help and work alongside all colleagues in the hotel and where necessary, perform tasks outside of the F&B department in line with business demands.
- Maintain good knowledge of menus, allergens, bar drinks and F&B promotions.
- Attend all legal and interest trainings where required and remain up to date in all FLOW online courses.
- Ensure all tasks are finished in a timely manner and all shift duties are completed and checked before finishing a shift.

Guest:

- Ensure all guest needs are met or exceeded in any area of the Food and Beverage department (Restaurant, Room Service, Bar, Events).
- Have a warm and thoughtful attitude towards each guest and take initiative to find out and implement what would make their experience 'extra special'.
- Maintain a consistent 5 star level of service at all times in all areas of the F&B department.
- Recognise, remember and act on all special requests, allergies and occasions and ensure all guests both new and returning are welcomed by name.
- Take initiative to solve guest issues and complaints where possible and ensure all guest issues are reported to management as they happen.

Financial Performance:

- Correctly account for all monies taken and goods sold.
- Confidently upsell items to increase company revenue.
- Correctly follow menu engineering to suggest and sell high revenue items.

Values:

- Treat all guests and team members in a warm and thoughtful manner.
- Take pride in the hotel and ensure all tasks are completed to a high standard.



- Motivate yourself and your team members to create a thriving magical haven for both our guests and our colleagues.

Other:

- To work within all company policies with specific reference to the Health and Safety at Work Act, the Food Hygiene Regulations, Licensing and Weights and Measures legislation.
- Follow all cleaning, labelling and stock rotation procedures as dictated by company policy.
- Report all maintenance issues to management.
- To always listen to guests and colleagues – Show warmth, thoughtfulness and pride in all of your interactions
- Always strive to create a magical haven for our guests and talk about ways to do this with other colleagues
- Always be willing to help – guests and colleagues alike

PERSON SPECIFICATION

Essential:

- Experience of working in a food and beverage outlet (Restaurant, Room Service, Bar, Events etc.)
- Some knowledge of food and beverage.
- Outgoing and confident personality.
- A flexible and willing attitude.

Desirable:

- Experience of working in a 5* Hotel or a high end restaurant
- WSET or bartending courses
- Level 1 Food Hygiene
- Allergen Training
- Service Training

I confirm I have received and understood this job description.

Name:

Signed:

Date:

The Post holder must be aware of his/her responsibilities with regard to the Company Equal opportunity and Health and Safety at Work Policies.

