

Job Role:	Food & Beverage Assistant
Department:	Food & Beverage
Reports to:	Food & Beverage Manager

Job Overview

The Food & Beverage Assistant provides friendly and attentive service to all guests in line with the brand standards. The Food & Beverage Assistant follows departmental standard operating procedures for service, set-ups and back of house duties whilst adhering to Company policies and procedures.

Duties and Responsibilities

- Maintain complete knowledge of all menu items, coffee / tea / liquor brands, beers and non-alcoholic selections available in the assigned outlets.
- Serve all food and drinks in a timely manner.
- Have knowledge of food allergens.
- Drive the guest satisfaction by providing consistent guest experiences.
- Regularly report any guest feedback (positive and negative) to the managers.
- Monitor and maintain cleanliness, sanitation and organization of tables, service areas and outlet itself.
- Maintain/protect departments equipment and furniture.
- Understand and comply with all departmental policies and service procedures.
- Complete opening and closing duties as and when required.
- Follow cash handling procedure.
- Effective use of POS system for processing guests' food and beverage orders.
- Adhere to all legal and company requirements for fire, health, safety and hygiene.
- To maintain impeccable standards of appearance and grooming, wearing the company uniform and name badge at all times.

Qualifications and Experience

- An absolute commitment to delivering high levels of customer service.
- A positive attitude and good command of the English language.
- Ability to work in a team environment.
- High level of personal presentation.

These items are not exhaustive and could be subject to change from time to time to reflect changes in business requirements. Once you have read and understood your job description, please sign and date below.

Employee Name _____ Signature _____ Date _____