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| Job Title  | Food & Beverage Server & Host (covers bar and restaurant)  |
| Responsible to  | F&B Service Manager  |
| Responsible for  | N/A  |
| Collaborate with | Kitchen, Reception and Bar/Restaurant Team  |
| Job Purpose Summary | * To be a positive player within the F&B team
* To offer efficient, effective, 5-star ‘plus’ restaurant and bar service
* To offer ‘sincere’ hospitality to all our guests, and to share the ‘spirit of Scotland through our hospitality’
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| Attitude & Values  | Positive \* Team Focussed \* Guest Focussed \* Honest \* Warm \* Authentic \* Proud  |
| Guest Experience  | * 6-foot guest rule
* Going the extra mile
* Guest service – plus one
* Guest Personalisation
* Consistency key to creating wow
 | * Guest Anticipation
* Good knowledge of: product offering, local area, sister hotels
* Just Say ‘Yes’
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| Duties & Responsibilities | * Provide service in a professional manner and in line with SOPs
* Give the guest the best experience possible
* Demonstrate warmth, care and interest in guests and their stay
	+ Take responsibility for your working area
	+ Communicate effectively with guests; bar & restaurant team; kitchen, reception
	+ Organise and assist with all preparation needed prior to service
	+ Meet, greet, seat guests
	+ Take accurate orders – including offering menu knowledge, recommendations
	+ Run orders
	+ Clear tables/Setting tables
	+ Cleaning and tidying
	+ Following checklists including opening/closing tasks/cleaning/H&S
	+ To ensure you always uphold the reputation of the hotel
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| Skills/Qualities  | * Good communication skills
* Good team player
* Attention to detail
* Positive and courteous demeanour (hospitality personality)
* Application and commitment to company objectives
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| Training  | Complete all compulsory training and development provided including:* Flow Training
* On the job training
* Additional training plan
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| Compliance  | Comply with company policies, including health and safety policies |