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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’ | |
| 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’ |
| 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 | |
| Skills/Qualities | * Good communication skills * Good team player * Attention to detail * Positive and courteous demeanour (hospitality personality) * Application and commitment to company objectives | |
| Training | Complete all compulsory training and development provided including:   * Flow Training * On the job training * Additional training plan | |
| Compliance | Comply with company policies, including health and safety policies | |