



Giving **U**nique **E**xceptional **S**ervice **T**ime & time again

Job Title:	F&B Assistant	Job Category:	
Department/Group:	F&B	Line Manager:	F&B Manager
Location:	Burnham Beeches	HR Contact:	Burnham Beeches HR Department

Key Communications

- Head of Department
- Other Head of Departments
- Own Team
- General Manager
- Customers
- Other hotel teams

Job Purpose/Summary

- To assist in the day to day running of the Food Service Areas and Bars and to ensure a consistently high level of service offered to guests.

Core Accountabilities & Performance Indicators

To ensure that high standards of cleanliness and brand service are achieved in all areas.	<ul style="list-style-type: none"> • Ensure all standard checklists are used as prescribed. • Ensure all cleaning in the designated areas is carried out to the Company Brand Standards. • To be able to deal with any reasonable requests from guests in a professional manner using the Mission Possible standards. • Maintenance of security is a priority. • Guest property lost / found procedure is adhered to. • To assist with the correct service of Restaurant/ Bar menu and beverages. • To ensure all documentation, i.e. checks/bills are completed as necessary and carried out as per the Hotel and Company Standards. • To strive and anticipate customer needs whenever possible and react to these to enhance customer satisfaction in line with the Company's Mission Possible training programme.
To understand the impact of effective cost control while undertaking the role.	<ul style="list-style-type: none"> • To control costs through correct stock ordering and minimising wastage, forecasting and managing workload. • Financial awareness and understanding of how the role impacts the hotel Profit and Loss account. • Ensure security for both self and all departments. • To ensure the Company Health and Safety, Food Safety and COSHH legislations are adhered to; this will involve action and appropriate training.
To ensure a good level of product and local knowledge for guests when requested.	<ul style="list-style-type: none"> • Must be aware of hotel facilities, restaurant /bar opening times, disable facilities and room types etc. • Knowledge of local area. • To be aware of the Licensing Laws in England, Scotland and Wales (where applicable) • Know who to direct guests to if unable to answer queries.

<p>To ensure co-operation and compliance with all legislation relevant to your role in the business.</p>	<ul style="list-style-type: none"> • Must attend all H&S and Fire Training as directed by designated Line Manager. • Ensure that while you undertake your role you abide by the Health and Safety at Work Act 1974 and safe systems of work appropriate to your role. • In use of company nominated chemicals, it is your responsibility to comply by COSHH. • Understand the importance of adhering to company policy with reference to Hazard spotting, first aid reporting, and reporting accidents. • To have a complete understanding of hotel and Company procedure in the event of a fire. • Ensure security for both self and all departments.
<p>To ensure that Learning and Development is undertaken to enable you to fulfil your job role.</p>	<ul style="list-style-type: none"> • Attend hotel and departmental induction. • Complete relevant workbooks • Complete Fact Files • Attend Job chats and Performance Reviews • Development through NVQ training • Being a Buddy for new starters.