| **Job Title: Food and Beverage Assistant**  | Reports to: Restaurant Manager |
| --- | --- |
| Department: Restaurant | Doolin Inn  |
| Revision date: 4-8-20  | Page: 1 of 1 |

**Position Overview:**

To serve guests and maintain a clean restaurant to a high standard as laid out in the Doolin Inn induction and training package, resulting in a very high level of guest satisfaction. To complete tasks in a timely manner especially customer requests. Live the Service Excellence Philosophy, Carry out the company's Service Promise and follow its Core Values.

# **Essential Functions**

* Greet the guest in a friendly and courteous manner, calling by name whenever possible.
* Adhere to the service promise, standards and core values of the Inns service as laid out in your training manual
* To have full knowledge of Food menu and beverages served and be able to communicate and recommend to guests effectively.
* To be able to upsell Food and Beverages on offer.
* Check station and service areas before, during and after shift for proper set-up and cleanliness and to have full mis en place ready for service at all times. Being prepared for unexpected busy periods.
* During service be attentive to customers, delivering a consistent attentive level of service as set out in the Inn SOP’s (Standard operating procedures.)
* To follow with Cash Handling procedures as per SOP’s
* To assist with the cleaning, ironing and other laundrette for the restaurant
* To report and record all guest items left behind in restaurant and public areas immediately as per hotel standard.
* To report and record all maintenance issues as per hotel standards.
* Re arrange furniture within the restaurant for required bookings, for customer safety and comfort.
* To ensure all public toilets are maintained and checked regularly and are given a thorough cleaning each time.
* To adhere to FIFO (first in first out) system of stock control
* To be mindful and respectful of crockery, glassware, cutlery and linen and to ensure only products that are 100% are used for guests.
* To be “Environmentally aware”; ensure lights are turned off when not need, separation of recyclable and landfill is adhered too, thermostats to the correct position, water taps or electrical equipment are not left on when not in use etc.

 **Other Job Functions:**

* Interact positively with customers and employees, promoting hotel facilities and services.
* To assist and support other members of the team were deemed necessary in the interest of the customer, the company and the reputation of the company
* To take ownership of issues and problems and resolve difficulties where possible and to seek advice and assistance if required.
* To use own initiative in the interests of the Inn, it’s guests and other team members.
* To carry out duties in a safe and hygienic manner with due care and consideration for others and to comply fully with fire, health, hygiene, safety, safety requirements.
* Arrive for duty on time and in proper attire.
* Come to work in a positive attitude living the hotels service promise to our guests of “exceeding the guests expectations” and “improving a little every day”
* Maintain all in house and future customers confidentiality and complies with all the hotels GDPR policies.

**Essential Skills:**

* Fluency in English written and oral
* Excellent organization skills

**Desired Qualifications and Skills**

* Previous held position in a similar property
* 2 years experience in hospitality.

**Employee Benefits**:

* Competitive wage
* Staff discount for using Inn facilities.
* Uniforms and meals
* The chance for future career development and training opportunities

| **Note:** This job description is not intended to be all-inclusive. It gives general statement on the role of the position and what to expect in the position. Employee may perform other related duties as required to meet the ongoing needs of the organization. |
| --- |

Employee Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Managers Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (block): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (block): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_