

Job Description FandB Team Member

Position: FandB Team Member	Department: FandB	Reporting to: Restaurant and Conference Manager
Salary: £3,744.00	Contract: Permanent	Hours per week: 6 Hours (1 day out of 7)

Job purpose: To ensure all guests receive outstanding customer service when using our spaces for their conference or events, whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”.

Role Competencies:

Planning Timescales:

- To be able to work in bars, Restaurants, and in room dining.
- build relationships with hotel guest to ensure we best suit their needs.
- To ensure that customers are made to feel comfortable and well looked after.

Decision Making:

- Decisions within remit of own role. All decisions to be made with safety and the business in mind.

Impact and Influence:

- To meet and exceed guest expectations.
- build relationships with hotel guest to ensure we best suit their needs.
- To ensure that customers are made to feel comfortable and well looked after.
- To offer each guest a personalised and welcoming experience.
- To have a positive and caring attitude to guest and colleagues within the department

Skill Level:

- knowledge of bars and restaurants. Menus and allergens, service styles and brand standards.

Communication:

- To follow and execute any reasonable request from your line manager and supervisors.
- To actively work with others within the department and other business areas
- To actively resolve any customer queries or issues and report these to the line manager

Budget Management:

- Maximise revenue opportunities by up selling where possible.
- Control costs to business where possible, for example energy savings and loss of waste

Lead and Develop:

- Not Applicable

Operating Parameters:

- To ensure all customers are served food or drinks as ordered.
- Maintain a high level of cleanliness and hygiene both personally and within the FandB working environment.
- To be part of a dynamic workforce that supports all FandB departments and makes a strong

contribution to a team.

- To ensure complete customer satisfaction, including setting tables, clearing tables, polishing China and cutlery, taking orders, waiting tables, bar service, in room dining and food delivery.
- To adhere to all company policy and procedures, health and safety, hygiene, licensing and employee handbook.
- To process payments using MICROS, credit card machines and room charges.

Essential and Desirable Job Criteria:

- Evidence of working as part of a team. (E)
- Excellent customer service skills. (D)
- Excellent verbal communication skills. (E)
- Flexible attitude towards working schedule. Shifts may include weekends and evenings. (E)
- Demonstrate a “Can Do” attitude. (E)
- To care and build working relationships with your colleagues. (D)
- To be able to demonstrate a flexible attitude to working in all FandB departments. (E)
- To be always professional and respectful to colleagues. (E)
- To implement and maintain all food safety procedures and policies with the food and beverage outlets. (E)
- To report for duty wearing the correct uniform whilst ensuring all items are clean, ironed and well maintained. (E)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.