

Job Description

Food and Beverage Team Member

Position: Food & Beverage Team Member	Department: Concourse	Reporting to: Public Catering Manager
Salary: £23795.27	Contract: Permanent	Hours per week: (37.5) (5 out of 7 days)

Job purpose: To work alongside the Public catering manager to provide a prompt and efficient food and beverage service for functions in Arena and Concourse.

Role Competencies:

Planning Timescales:

- Set up and preparation of all departments which includes all conference and events space.
- Cleaning and tidying of surrounding areas.

Decision Making:

- 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.
- To adhere to all company policy and procedure, health & safety and hygiene

Impact & Influence:

- Be courteous and effective in dealing with customers in order to achieve great customer service.
- To have a positive and caring attitude to guest and colleagues within the department.

Skill Level:

- Ensure events are set up and closedown as per the event plan advised by the management.
- To serve food and drinks to a high standard either during an Arena event or in an event on the concourse.

Communication:

- 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.
- Ensure all customers receive excellent customer service for events.

Budget Management:

- Understand own accountability and how own actions effect costs within the business.

Lead & Develop:

- To support colleagues where required, passing on knowledge.

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 F&B working environment.
- To be part of a dynamic workforce that supports all F&B departments and makes a strong contribution to a team.
- To ensure complete customer satisfaction, including setting tables, clearing tables, polishing china & cutlery, taking orders and bar service.
- To adhere to all company policy and procedures, health & safety, hygiene, licensing and employee

handbook.

- To process payments using the Square and Bleep Point of Sale system, for transactions of credit cards.
- Ensuring every event is delivered to the best of your ability, ensuring all food and drink is served correctly and all set up and close down requirements are met.
- Stock control and stock requisition.

This job involves long periods of standing and walking and will also include the carrying of heavy items from time to time, moving of equipment and furniture.

Essential & Desirable Job Criteria:

Essential

- Evidence of working as part of a team.
- Excellent customer service skills.
- High level of personal integrity.
- Excellent verbal communication skills.
- Demonstrate a “Can do” attitude.
- To care and build working relationships with your colleagues.
- To be able to demonstrate a flexible attitude to working in all F&B departments.
- To be professional and respectful to colleagues at all times.
- To implement and maintain all food safety procedures and policies with the food and beverage outlets.
- Where reasonable, you need to demonstrate that you are flexible with shifts and weekend working.
- To report for duty wearing the correct uniform whilst ensuring all items are clean, ironed and well maintained.

Desirable

- Previous experience within a hotel, restaurant or any other F&B outlet.
- Experience of working in a busy environment.
- Evidence of working in an organised environment.
- Previous experience of using an EPOS workstation.
- Basic food hygiene certificate

This job involves heavy lifting and long periods of standing and walking long distances.

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 may be subject to an enhanced DBS check and yearly self-declarations.

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

Competency Total: 50

Level 1