

F&B Team Member

Job Description

Position: Team Member

Department: Stadium MK

Reporting to: Assistant Manager

Job level: Entry

Contract: Permanent

Hours per week: 40 5 days out of 7

Job purpose: To provide a prompt and efficient food and beverage service for functions in Arena and Concourse.

Job Description

Main Objectives

- To ensure that customers receive a consistently high standard of service
- Provide efficient service and resolution to guest requests and issues on pre and post event days.
- To ensure toilets and bathrooms are always maintained to a high standard of cleanliness.
- Ensure events are set up and closedown as per the event plan.
- Perform external checks of the building upon instruction from Assistant Manager.
- To work with limited supervision supporting food and beverage service and dealing with guest requests on pre and post event days.
- Assist concourse team during football games providing service to fans, helping stock and closedown.

Summary of Duties

- Ensure that all customers receive excellent customer service for functions.
- Deliver food and bar service to customers.
- Knowledge of legal policies.
- Set up functions to specifications within agreed timeline.
- Support the close of bars to company standards.
- Ensure that general cleaning standards are maintained.
- Report maintenance, accidents and health & safety issues to your line manager.
- Serve football fans during a game with quick and effective service.

Date created:

Person Specification

Essential

- Excellent customer service skills.
- Excellent communication skills, both written and verbal
- Excellent attention to detail.
- Flexible around working days and hours, including weekends and occasional nights.
- Evidence of working to deadlines
- Adaptable to change
- Ability to work in large teams and independently

Desirable

- Events experience in a hotel or large conference venue.
- Strong problem-solving skills.
- Self-motivated.
- Work on own initiative

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

Behavioural Indicators:

Entry/Skilled/Expert

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry