

Job Description

Food & Beverage Team Member

Position: F & B Team Member	Department: Pitchside Restaurant and Bar, Conference & Events, In Room Dining, Marco Pierre White Steak House Bar & Grill, Marshall Arena, Stadium MK.	Reporting to: Food & Beverage Manager
Salary: £9.62 ph	Contract: Casual	Hours per week: Zero Hours

Job purpose:

To ensure all guests receive outstanding customer service in all Food & Beverage (F&B) outlets whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”.

Essential & Desirable Job Criteria

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

Role Competencies:

Planning Timescales:

- Set up and preparation of all departments which includes all conference and events space

Decision Making:

- Decisions within remit of own role

Impact & Influence:

- 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:

- To develop a knowledge of the menu including ingredients, allergies, cooking process, service styles and brand standards.

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.

Budget Management:

- Maximise revenue opportunities by up selling and packaging products within all departments.

Lead & Develop:

- N/A for this role

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, waiting tables, bar service, in room dining and food delivery.
- To adhere to all company policy and procedures, health & safety, hygiene, licensing and employee handbook.
- To process payments using the Symphony and Bleep Point of Sale system, for transactions of credit card, room charge and cash.

Competency Total:

Level