

Job Description F&B Team Member

Position: F&B Team Member	Department: Food and Beverage Department	Reporting to: Restaurant & Meeting Rooms Manager
Salary: £3251.04	Contract: Permanent	Hours per week: 6 hours per week (1 day out of 7)

Job purpose: To ensure all guests receive outstanding customer service whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality

Role Competencies:

An exciting opportunity to join the biggest hotel and event space in Milton Keynes, as part of our restaurant and meeting rooms team.

We're looking for a hardworking, committed, and passionate individual to join our friendly Restaurant & Meeting Rooms Team.

As a 304 Bedroom Hotel, an international football stadium and a world class conference and events location you'll be helping us look after our guests in a friendly, hard-working environment among a passionate and fun team. The ideal candidate should meet our criteria whilst ensure the provision of excellent customer service within the ethos of Doubletree by Hilton MK is maintained and ensure that Doubletree by Hilton Brand Standards are met by team.

Planning Timescales:

- Ability to work to specific deadlines.
- To ensure complete customer satisfaction, including setting tables, clearing tables, polishing chinaware & cutlery, taking orders, waiting tables, bar service, in room dining and food delivery.

Decision Making:

- To actively resolve any customer queries or issues and report these to the line manager.

Impact & Influence:

- To meet and exceed guests' expectations.
- To offer each guest a personalised and welcoming experience
- Highest level of personal grooming.
- To process payments using the point of sale system for transactions of credit card, room charge.
- knowledge of the menu including ingredients, allergies, cooking process, service styles and brand standards.

Skill Level:

- Outstanding customer service skills
- Excellent organisational skills, verbal and written communication skills

Communication:

- To actively resolve any customer queries or issues and report these to the line manager.
- To be able to demonstrate a flexible attitude to working with the rest of the team.
- Demonstrate a “Can do” attitude.

Budget Management:

- Manage budget within own remit.

Lead & Develop:

- 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 and meeting rooms.
- Maintain a high level of cleanliness and hygiene both personally and within the F&B working environment.

Operating Parameters:

- To be able to promote products, understand composite and processes, including menu, ingredients, allergy, cooking process, service style, etc
- To ensure that all company policy and procedure is followed, including health & safety, hygiene.

Essential Job Criteria:

- High level of discretion and trustworthiness.
- knowledge of food and drink and knowledge
- Evidence of working as part of a team.
- Excellent customer service skills
- Demonstrate a “Can do” attitude.
- Ideally have previous experience within a hotel, restaurant or conference and events or any other F&B outlet although full training will be given.
- Experience of working in a busy environment.

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 & 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:

Level