

Title: Food and Beverage colleague

Responsible To: Food and Beverage and Assistant F&B Manager/ Food and Beverage Supervisors

Key Liaisons: Kitchen/ Reception

Job Purpose

To consistently maintain Department standards to achieve the companies vision of world-class marina resort, in relation to food & drink service, attitude and company image. A key focus should be made on guest service and delivering a warm and friendly experience to our guests.

Key Tasks & Performance Indicators

The key tasks reflect the contribution of the role to achieve our vision of offering a world-class resort with an outstanding approach to guest care and colleague welfare delivered with efficiency of cost.

1.0	Operational	Performance Indicators
<i>To carry out the day to day tasks of the department efficiently</i>		
1.1	To ensure that guests are taken care of during service following the instructions given by Supervisor/Manager.	Fully competent on food service. All aspects of training complete and put into practice for food service. Should now be able to demonstrate great customer service and have fantastic guest satisfaction.
1.2	To ensure set-up and service are in line with department standards to ensure consistency in the presentation of the restaurant product.	Fully competent and trained on all set-ups. Demonstration of table and drinks service.
1.3	To ensure that service runs smoothly from start to finish and all guests have everything they need.	Demonstration of guest interaction should be practiced. Check in with guests and ensure all issues are handled to completion and resolved
1.4	To ensure that all areas within the department both front and back of house are closed down and left presentable for guest. All areas should be left clean, tidy and secure.	Closing procedures checklist completed, both bar and still room.

2.0	Quality	Performance Indicators
<i>To ensure the implementation of great hospitality through service delivery standards.</i>		
2.1	To comply with the image of Portavadie Marina by maintaining the correct standard of uniform, personal hygiene and grooming.	Presentation should be immaculate. Every staff member should be well presented, this should be demonstrated every shift and will be monitored.

3.0	Team	Performance Indicators
<i>To ensure excellent teamworking and communication, and the development of effective relationships to ensure a fun, rewarding place to work.</i>		
3.1	To work as part of a team as specified by supervisor/manager and follow their lead throughout service.	Service should run very smooth. Everyone helping each other and realising how important it is to help other colleagues.
3.2	To maintain a civil and courteous attitude at all times and to be an active and enthusiastic member of the team.	Team working together, examples of team work.

4.0	Profit	Performance Indicator
<i>To ensure that all sales opportunities are maximised through excellent product knowledge and customer service. To control costs through environmental awareness and reduction of wastage.</i>		
4.1	To ensure that all beverage is accounted for by payment. Ensuring accurate table monitoring and billing. Accurate order taking and use of EPOS system	Results of stock take should reflect these controls. Profits increased. Walk outs eliminated.
4.2	To ensure costs are controlled wherever possible – in line with environmental awareness.	Becoming efficient in energy saving, reducing costs and working to help the environment.

5.0	Customer Service	Performance Indicator
<i>To ensure we welcome the guest and provide excellence in customer service, dealing with all resort guests to their satisfaction, and effectively dealing with guest feedback in a positive proactive way.</i>		
5.1	To ensure every guest entering the restaurant are welcomed and looked after in line with departmental standards.	Positive guest feedback to ensure they will return.
5.2	To look after all guest politely and efficiently and to fulfil any reasonable requests from the guest.	Guests very happy with service and give positive feedback.
5.3	To solve any concerns or problems the guest may have.	Positive guest feedback – repeat business – increase in profits.

6.0	Health and Safety	Performance Indicators
<i>To ensure that the marina operates within the letter and intent of all relevant legislative requirements.</i>		
6.1	To ensure that the business complies with all legal and statutory requirements – (Food Act, HASAWA, COSHH, DDA, Fire Regulations, Liquor Licensing)	No avoidable litigation. Health & Safety feedback & EHO reports, Insurance assessments, Fire Officer and other Local Government agency reports & feedback (Licensing, Police, Environment Agency, Planning etc). Health & Safety Audits Completed to schedule. Food safety audits completed to schedule. All are regularly reviewed and action plans are in place to address any shortfalls.

7.0	Miscellaneous	Performance Indicators
<i>To contribute to the overall success of the resort.</i>		
7.1	Carry out additional tasks and projects as required	Willing participation and successful completion of additional tasks and projects as required.

Crucial Attributes

Job specific

- Customer focus, with open body language
- Can do attitude
- Proactive – confidently able to tackle routine and other enquiries without constant supervision.
- Creates and maintain effective working relationships with superiors, peers and other contacts.
- Flexible
- Eye for detail / thorough style

Desirable Attributes

- Previous use of EPOS
- Previous restaurant experience in quality establishment
- Food Hygiene Awareness certificate
- Previous Bar Experience
- Previous experience in customer service

Signed in acceptance _____

Date _____