

Job Description 2020

Food and Beverage Assistant

Responsible To :

General manager

Killruddery, the world-renowned gardens and house. Set in 850 acres of beautiful landscape cared for and lived in by the same family for 400 years. Living history on Dublin's door step.

KEEL MISSION:

That every visitor leaves Killruddery, with a sense of belonging, having fostered a love and appreciation for the space, through activity that is sustainable for its structure and environment. A dedicated professional team offers high quality service and experiences to local, national and international communities

Role Summary:

To work as part of a food & beverage (F&B) team, providing a friendly and helpful welcome on behalf of the company. You will be responsible for the smooth running of the food & beverage (F&B) outlets allocated to you during your shift; ensuring correct set up and delivery. To ensure that all internal procedures service standards are adhered to ensure the highest level of attention to the customer service. To contribute to the day to day paperwork required for your department.

Main areas of responsibility:

ROLE RESPONSIBILITIES FOR GARDEN VISITORS F&B OUTLETS

- To assist with the day-to-day operations of the F&B outlets per instructions from your Manager & Shift Leaders
- You will be responsible for cash and card payments, making sure the till balances at the end of the day. Making teas and speciality coffees and dealing with customers and taking orders
- Managing stock control of food on the cold counter while liaising with the kitchen team.
- Carrying out day-to-day hygiene and cleaning arrangements and making sure hygiene guidelines are followed
- Reporting to the manager on duty daily with any feedback from customers.
- Stock control of dry goods and re-stocking shelves with merchandise

ROLE RESPONSIBILITIES FOR CORPORATE, WEDDINGS & PRIVATE PARTIES

- Prepare bar and stations with appropriate food and beverages as per instructions of the Banqueting Manager.
- Make sure that tables are set with linen, dish ware and flatware as per event sheet
- Attend all briefings to ensure events flow smoothly.
- Greet guests in a cordial manner as they arrive
- Offer welcome drinks and ask guests if they need any additional items
- Create a positive dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses
- Have a good understanding of product and service and be able to respond to queries when asked by guests.
- Ensure guest satisfaction throughout the meal service.
- Respond to guest requests in a friendly, timely, and efficient manner.
- Performing basic cleaning tasks as needed or directed by BQingMgr & Team leader

QUALIFICATIONS/EXPERIENCE

Essential	Desirable
Completed secondary level education	Training in hospitality management

1 years in a similar customer interfacing role in hospitality sector.	Food Hygine cert
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Competencies (Behaviour & Attributes):

Be friendly & engaging, be helpful & polite, comfortable working with large crowds and the public, be physically fit, be able to multitask and problem solve, be adaptable & flexible.

I hereby confirm, that I accept the desired tasks and I have retained one copy of this Job description:

Employee:

Resource Manager:

Signature:

Signature:

Date:

Date: