



# KILLRUDDERY

**Role: F&B shift leader**

**Full Time & Part Time Positions available  
Year Round and Seasonal Positions available**

## **Role Summary:**

To work as part of the F&B team, and liaise with the Grain Store Manager, and General Manager to provide a friendly and helpful welcome on behalf of the company. You will be responsible for the smooth running of the F&B outlet, ensuring correct setup and delivery. To ensure that all internal procedures service standards are adhered to, while ensuring the highest level of attention to 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**

- Greet customers in a friendly manner and deal with customer queries
- Present and make suggestions on the menu
- Make teas and specialty coffees
- Take orders and send them to kitchen staff
- Ensure quality service in the dining room and serve meals
- Prepare the checks for beverages and meals ordered, take the cash and make change, and then balance daily transactions. You will be responsible for cash and card payments, making sure the till balances at the end of the day.
- Comply with food safety regulations and HACCP
- Ensure your work area is clean
- Clean and clear the dining room tables
- You will be responsible for cash and card payments, making sure the till balances at the end of the day.
- Do all other tasks as required by the supervisor
- Assist with the day-to-day operations of the F&B outlet per instructions from your Manager





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## **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, dishware, 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 Banqueting Manager, General Manager and Grain Store Manager

## **QUALIFICATIONS/EXPERIENCE**

Essential:

- Completed secondary school education
- 1-2 years in a similar customer facing role in the hospitality industry

Desirable:

- Training in hospitality management
- Food Hygiene cert

