



## Job Description

<b>Job Title:</b>	Food and Beverage Assistant
<b>Accountable To:</b>	Food and Beverage Management Team
<b>Location:</b>	Moddershall Oaks Country Spa Retreat

### Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

**'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.**

### Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**  
We are focused on personal and business success
- We are **Caring**  
We genuinely care about our guests and our colleagues
- We are **Creative**  
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**  
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**  
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

### Job Purpose

Deliver an exceptional restaurant and bar service for Moddershall Oaks guests. Ensure complete guest satisfaction by maintaining an exceptional standard of delivery and professionalism. Provide a high-quality service at all times whilst preserving a level of guest privacy. Complete all cleaning and preparation to ensure a smooth service at all times.





## Principal Accountabilities

1. Deliver a fantastic waiting on service to guests so that all their requirements are met to the highest standard.
2. Prepare and carry out food and beverages to guests in a courteous and efficient manner, including offering table service to guests.
3. Keep back of house, restaurant areas and gardens tidy at all times and regularly clean all associated equipment.
4. Check identification of customers to make sure they meet age requirements for purchase of alcohol.
5. Monitor stock levels and notify F&B Management Team if a particular item of stock is running low.
6. Attend training sessions and courses and to assist with the 'on-the-job' training of new staff, as required.
7. Handle minor complaints in a professional and courteous manner and to provide appropriate solutions, keeping the F&B Management Team aware of all complaints.
8. Suggest solutions to eradicate complaints and respond to other comments from guests.
9. Ensure that all food & beverage items are recorded in an appropriate manner in order that guests may be charged.
10. Display professional salesmanship and positive sales techniques.
11. Read all relevant company literature, notices and other correspondence and to regularly observe site and departmental correspondence.
12. Uphold good housekeeping practices, ensuring a safe, clean, and pleasant working environment.
13. Ensure the proper care and security of guest items, equipment, stock, furniture and fixtures, reporting malfunction or theft to line management.
14. Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, stationery, cleaning materials, china, glassware, silver and other equipment.
15. Comply with all company and statutory requirements including health and safety, hygiene, fire prevention, etc.

## General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description.
- Always seek to continuously improve.
- Participate in internal/external meetings and training as required.
- Positively participate in one to ones and appraisal.
- Ensure that all relevant policies, procedures and working practices are adhered to at all times.
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives.
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business.
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Undertake any other duties that may be required from time to time.



### Person Specification

<b>Job Title: Food and Beverage Assistant</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b>		
Level 2 Food Safety and Hygiene qualification	Essential	Application
Allergen Awareness qualification	Essential	Application
<b>Proven Experience</b>		
Experience of a similar role	Desirable	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Desirable	Application/interview
Experience of guest care, taking and delivering accurate food and beverage orders	Desirable	Application/interview
<b>Knowledge, Skills and Abilities</b>		
Outstanding customer service skills	Essential	Interview
Some knowledge of sales and marketing techniques	Desirable	Interview
Knowledge of health and safety procedures, or able to quickly learn these	Desirable	Interview
Able to work as a motivated team member	Essential	Interview
Time management, able to achieve deadlines	Essential	Interview
Excellent verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview





Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late evenings, weekends and bank holidays	Essential	Interview
Able to organise own transport to and from work	Essential	Interview

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

