**JOB DESCRIPTION**

**Post:** The Yarrow, Food and Beverage Team Member

**Responsible To:** Food and Beverage Supervisors

**Summary of Post:** Guest satisfaction within all F&B service areas within The Yarrow.

Our ambition is to become the world's best-managed hospitality company, delivering the best guest-centred experience in the industry. Our Radical Hosting service and clear training ethos underpins everything we do and gives us a unique position in the industry. We aim to lead not only in guest satisfaction, but also in employee engagement and believe in a ‘never worry alone’ culture and three simple words that define the way we work, passion, integrity & honour.

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| Each team member is expected to act as an Ambassador for The Yarrow delivering individualised and personalised services for business and leisure travellers. Your task is to provide a personal, confident, conversational, direct and affirming service to make guests feel refreshed and recharged and want to return. You will have complete knowledge of your hotel and local area to ensure that our guests get the most out of their stay.   |

# Specific Duties:

1. To ensure that all activities are aligned to deliver The Yarrow Guest Journey
2. To ensure that all duties are carried out to the highest standards as laid down by The Food and Beverage Manager
3. To conduct friendly and efficient seating to a table / delivery of room service / arrival to a meeting room.
4. To have an operational knowledge of all food items, dishes, wines and other alcoholic and non-alcoholic beverages served in all Food and Beverage areas.
5. To requisition sufficient table linen, food and sundry items ready for service periods and ensure that buffer stocks are maintained as required.
6. To ensure the restaurant is clean and fully prepared for services, checking table layouts, sideboards, buffets, special displays etc.
7. To carry out any cleaning duties to the standard required and when necessary
8. To maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of Function personnel.
9. To be responsible for all money, credit card slips and signed dockets taken in on your shift.
10. To be aware and understand the licensing regulation, including weights and measurements, underage drinking, drinking up time and food handling regulations.
11. To work towards successful completion of an appropriate NVQ Diploma, Technical Certificate and associated qualifications required to achieve apprenticeship framework. (If this position is taken by an Apprentice)
12. To recognise excellence based on hotel star ratings guidelines, through the hotel quality standards handbook.
13. To carry out any other duties commensurate with grade as may be reasonably requested by management.
14. To coach and develop students and professionals.

# General Duties and Responsibilities:

1. To participate in the Staff Appraisal Scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with College policies and guidelines in respect to health & safety
4. To demonstrate positive personal and professional behaviour as specified College Code of Conduct.
5. To undertake continual CPD to support the College culture of continuous improvement.
6. To partake in Performance Standards scheme and quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested by College management.
10. You will be responsible for protecting staff and learners from all preventable harm as per College Safeguarding procedures.

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|  | **EMPLOYEE SPECIFICATION** | **Application** | **Interview** | **Shortlisting Weighting** |
| Skills |
| 1. | To contribute and work to the College team ethos | ✓ | ✓ | 4 |
| 2. | Good organisational skills in order to provide an effective and efficient service | ✓ | ✓ | 4 |
| 3. | Highly guest- focused with a passion for great service and a drive for guest satisfaction | ✓ | ✓ | 4 |
| 4. | A flexible approach to work | ✓ | ✓ | 4 |
| 5. | Ability to act on own initiative | ✓ | ✓ | 4 |
| 6. | Actively contribute to the College’s Safeguarding practice, procedures, culture and ethos | ✓ | ✓ | 6 |
| Experience |
| 1. | Relevant practical industrial experience | ✓ | ✓ | 4 |
| 2. | Demonstrate commercial awareness within the context of their role | ✓ | ✓ | 4 |
| 3. | Experience of working within a team in a similar role | ✓ | ✓ | 4 |
| 4. | Industry awareness eg relevant compliance within the industry / legal standards etc | ✓ | ✓ | 4 |
| Education |
| 1. | Maths Level 2 (e.g. equivalent to GCSE grade C or above) | ✓ |  | 4 |
| 2. | English Level 2 (e.g. equivalent to GCSE grade C or above) | ✓ |  | 4 |
| 3. | Health & Safety qualification related to relevant area of work or equivalent e.g. Intermediate Food Hygiene | ✓ | ✓ | 4 |

**Advice to candidates**

**This post is subject to an enhanced disclosure from the Disclosure and Barring Service.**

In completing your application please draw attention to the extent to which you meet each of the essential characteristics for the post as this will assist with the shortlisting process.

Failure to meet all of the essential criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.