

Job Description

Job title: Food & Beverage Assistant/ Bar (Mount Haven Hotel)

Department: Hospitality

Line management responsibilities: None

Reports to: Deputy General Manager

Principal purpose of role	<ul style="list-style-type: none"> To assist in the delivery of the Mount Haven Hotel & Restaurants food & beverage offer. Working with the team to ensure quality and consistency of our product is always achieved and ensure excellent customer service is delivered at all times.
Area of responsibility/tasks	<p>General</p> <ul style="list-style-type: none"> To take food and drinks orders from both hotel and external guests. To prepare and serve food and drinks in accordance with Mount Haven hotels high standards. Liaise with the kitchen and other members of the team ensuring a smooth service delivery To be aware of specific dietary requirements and allergen information. To ensure stock levels are satisfactory at all times and that all wastage and ullage is recorded correctly To ensure all areas are kept clean and tidy. To take table bookings according to diary availability Be familiar with the menu and be able to advise and recommend dishes from the breakfast, lunch, dinner and bar menus at a times.
Customer service	<ul style="list-style-type: none"> To provide high levels of customer care and deliver exceptional customer service at all times.

	<ul style="list-style-type: none"> • To be smart, polite and helpful at all times. • To actively listen to customers' requests and questions and respond appropriately. • To be aware of all the activities offered across the wider company and be able to answer broader questions (or know who to ask).
Fire, Security and Health & Safety	<ul style="list-style-type: none"> • Follow safe working practices. • Be aware of emergency and first aid procedures. • Be vigilant for hazards and report them. • Attend all necessary training courses.
Vision and values	<ul style="list-style-type: none"> • Understand, demonstrate, reinforce and promote the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives. • To be an ambassador for St Aubyn Estates at all times.
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.