

# Food and Beverage assistant

A Fantastic opportunity has arisen to work at Bovey Castle Luxury Hotel as we look for a Food and Beverage assistant for our main restaurant and our Bistro. Set in majestic surroundings including a championship Golf course Bovey Castle offers the chance to work with an exceptional team and develop a 5 star career.

You will work front of house in either our Restaurant or Bistro serving our customers, recommending / explaining dishes, providing a beverage service and also clearing tables. You will be instrumental in the restaurant set up including linen service, polishing, table top preparations and other mis en place. In the Bistro you will work as part of team but also on occasions be in charge of running the operation.

The ideal candidate will have previous hospitality experience from a similar background and a desire to further your career. You will also be flexible to work in our Bistro, Bar, Lounges and Restaurants based on what our customer dictates.

In return you will receive £14040 per annum pro rata as well as other fantastic benefits including shared service charge, gratuities, free use of facilities including Championship Golf course, meals whilst on duty and huge discounted rates for friends and family.

To apply for this position please email your CV and a covering letter to [sirvin@boveycastle.com](mailto:sirvin@boveycastle.com) by 21st May 2010.





## **JOB DESCRIPTION**

**Job Title:** Food and Beverage Assistant

**Hotel:** Bovey Castle

**Department:** Food and Beverage

**Responsible to:** Food and Beverage Manager, Restaurant Manager, Bistro Supervisor

**Scope and Purpose:** To consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times.

### **KEY RESPONSIBILITIES**

1. To report for duty in good time, clean and tidy and wearing the correct outfit.
2. To strive to anticipate customer needs wherever possible and react to these to enhance customer satisfaction.
3. To provide all customers with a professional, helpful and friendly service at all times. To promote an attitude of caring and co-operation from all staff.
4. To treat all internal and external customers in a polite and courteous manner at all times. To give full co-operation to any customer requiring assistance in a prompt, caring and helpful manner. To be flexible in assisting around different areas of the hotel in response to business and customer needs and carry out reasonable requests.

5. To perform all tasks to a consistent standard as detailed within the Department and to operate within Hotel Key Standards.
6. To attend daily / weekly briefing sessions and hotel / departmental meetings when required.
7. To take responsibility for own personal development by attending training sessions and meetings when required and to operate in line with the training or information received.
8. To achieve action points arising out of appraisal and job chats.
9. To demonstrate a pride in workplace and a high level of commitment.
10. To assist the Restaurant Manager / Bistro Supervisor and Food and Beverage Manager in maintaining regular and effective communication within the team and attend hotel meetings when required.
11. To report all maintenance requirements and hazards in the work place to the Executive Chef or Maintenance team
12. To comply with statutory and legal requirements for fire, health and safety, hygiene, licensing and employment.
13. To adhere to hotel rules at all times.

### **Main Duties**

1. To ensure good working relationships between the dining staff and also dining staff and kitchen staff.
2. To ensure all food that leaves the Kitchen and enters the dining areas is served to the guest in the manner laid down by the set guidelines.
3. To ensure any requests made by the Restaurant Management team is met with respect.
4. To ensure the Restaurant is re-set for service as per guidelines.
5. To ensure service is of the highest standard possible as per guidelines.