

Job Title:	Food & Beverage Team Member
Base:	Heacham Manor Hotel
Reporting to:	Deputy F&B Manager
Job Purpose:	As a Food and Beverage Team Member you will be an enthusiastic and energetic individual and part of the wider Food & Beverage team. This role is customer focused within a fast-paced environment, the post holder will therefore have good communication skills and a passion for delivering excellent customer service.
Key Responsibilities:	<ul style="list-style-type: none"> • Engaging with the customers, providing excellent customer service. • Serving Food and Drink, across different outlets at the hotel, in line with the principles of the 8 steps of service. Clear tables promptly as required. • Handling card and cash payments in line with company cash handling procedures. • Ensure the Dining areas are prepared, clean and fully set for service as detailed by the procedure. Maintain a clean and tidy work area at all times. • Assist with the setup of the function rooms, bar & restaurant for weddings and events. • To follow the relevant Company and Department Procedures and adhere to all Food Hygiene and Health & Safety requirements. • To maintain knowledge of the complete menu including daily specials, and any special events within the establishment. • Report all technical and quality faults to Supervisors/ Management. • Comply to all regulations and policies such as Data Protection Act, Health & Safety and Safeguarding, ensure a safe working environment for all staff members. • To complete any in-house training as required and participate in team meetings. • To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions. • To perform any other duties as required. • Support the company's mission and objectives through compliance to Policies and Procedures.
Key Relationships:	<ul style="list-style-type: none"> • F&B Team including supervisors • Deputy F&B Manager • F&B Operations Manager • Events Manager
Education, Training & Experience:	<ul style="list-style-type: none"> • Teamwork skills and the ability to act as the public face of the business • Computer literate • Previous Experience within a similar setting desirable but training will be given. • Food Hygiene Certificates (Desirable)
Disposition & requirements:	<ul style="list-style-type: none"> • Full valid Driving Licence for UK (Desirable) • Flexible Schedule, for Working hours • Maintain a professional standard of work attire. <ul style="list-style-type: none"> • Standard full length black trousers or skirt, company shirt/top • Mid to long length hair must be neatly tied back • Jewellery kept to minimum, No chipped nail polish. • Closed toe formal black shoes • Excellent Customer Service • Strong Work Ethic, Organised with Good Timekeeping Skills • Enthusiastic and Energetic Team Play • Works well in a fast-paced environment • Polite and well-mannered with good communication skills



Hours of Work:	As detailed in contract to include weekends and bank holiday, shifts may include split shifts. Some shifts may include evenings.
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