**Job description – Food and Beverage Associate**

**The Marks Tey Hotel is a busy 4\* Hotel with A Brasserie Restaurant, Lounge Café and Busy Meeting and Events facilities.**

**DUTIES AND RESPONSIBILITIES**

* Maximize service opportunities for guests to ensure return visits and positive feedback
* Provide an attentive service to all guests within the Food and Beverage outlets
* Ensure all guests are acknowledged on entering the Food and Beverage outlets
* To ensure that all Food and Beverage outlets are sufficiently prepared for guests entering
* To carry out cleaning duties as instructed
* To have the highest level of product knowledge

**People**

* Maintain good working relationships with colleagues
* Attend training when required
* Constantly improve product knowledge to maximise revenue and the service provided.
* Attend regular briefing sessions and hotel meetings when required
* Take a responsible approach towards timekeeping and attendance at work to ensure the department runs efficiently at all times, and to assist in the event of absence cover
* Have excellent personal presentation and adhere to the company standards of appearance at all times
* Maintain high levels of enthusiasm and commitment to every task undertaken
* Be responsible for your own personal development at work and strive to be the best in what you do, taking care and pride in your work
* Participate in your annual review discussion and any subsequent conversations to review performance and objectives

**Quality**

* Ensure our guests receive an exceptional level of service and want to return
* Anticipate guests’ needs and provide service to exceed their expectations
* Take appropriate action with regards to guest feedback
* Comply with brand, hotel and company operating standards
* Adhere to departmental Standards of Performance
* Ensure routine maintenance is carried out in your areas of responsibility, reporting any damage, wear and tear
* Assist with on-going departmental cleaning, collect any litter, remove/report hazards
* Understand departmental risk assessments and be trained against them

**Profit**

* Take a positive approach towards upselling and confidently promote the product in order to maximise hotel revenue to meet and exceed budgeted targets
* Be fully aware of the hotel facilities and promote them whenever possible, along with other hotels within the BDL portfolio
* Remain sales focused at all times
* Ensure charges are accurately posted to guest accounts
* Follow cash handling and credit procedures and report any discrepancies to your supervisor immediately
* Ensure that work is carried out in a way that is cost efficient and understand the ways in which profit can be maximized.

**General**

* Comply with the company codes of conduct at all times
* Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals
* Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries
* Understand your role and responsibilities in terms of the hotel Health & Safety Policy including completion of all mandatory training
* Familiarise yourself with emergency and evacuation procedures
* Understand your responsibilities with regards to security
* Proactively pursue all practices in line with Company environmental and energy saving initiatives

**Success Criteria**

* Arrive for work at the correct time, in the appropriate uniform, making sure that it is in immaculate condition
* Display a positive attitude at all times
* Contribute to the department ability to achieve or exceed the budgeted revenue and control expenditure
* Meet targets on brand specific guest feedback surveys
* Minimal guest complaints to be received
* Positively impact the volume of repeat business

**People love to work with The Marks Tey Hotel because…**

* We focus on health, wellbeing and our communities
* Our people are truly engaged at work
* There’s open, clear communication from the top
* We have great career development opportunities
* There is a culture of transformation and innovation

**We will give you a competitive salary and opportunities to learn new skills and grow your career. You will receive a benefits package that includes:**

* Opportunities to be involved in charity and community events
* Career opportunities, training and help with course fees
* Discounted hotel room rates within Best Western Hotels around the UK and worldwide for you AND your friends and family that will make you really popular!
* Incentive programmes
* Flexible working arrangements because we know your life comes first
* Free meals on duty
* Uniforms
* Pension

So, if you have the ambition to continuously improve, deliver results with excellence, show that you care and act with integrity then come and join us, this is just the job for you!

Job Types: Full-time & Part Time Permanent

Work remotely

* No