



Job Title:	Food and Beverage Team Member
Grade:	6
Location:	Longleat
Department:	Food and Beverage
Reports to:	Assistant Food and Beverage Manager

### Job Summary

A key team player focussed on consistently delivering high quality guest service and maintaining the required high standard of cleanliness and presentation of all food and beverage service areas.

### Key Responsibilities

- Provide the highest standard of guest service at all times
- Be knowledgeable about all products sold, advising customers and answering queries
- Operate tills in line with cash handling procedure
- Clear and clean tables
- Ensure all front of house areas are clean and tidy in line with Company hygiene standards
- Drive sales by replenishment of display/fridges and upselling
- Record and keep end of day service wastage to a minimum
- Ensure service work areas are kept in a clean and hygienic condition in line with internal periodic audits
- Ensure service equipment and utensils are handled, maintained and used correctly
- Attend meetings and training courses as may be necessary from time to time
- Carry out any other ad hoc duties as requested by the Assistant Food and Beverage Manager or Food & Beverage Manager

### General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

## The Ideal Candidate - Knowledge, Experience and Qualifications

### Essential

### Desirable

- Experience of working within a customer facing service team a within a fast-paced environment and be able to work well under pressure
- Has worked within the hospitality industry in a multi food outlet site or volume branded restaurant

## The Ideal Candidate – Key Competencies

### Essential

### Desirable

- Energetic and enthusiastic
- Driven by the buzz of a busy restaurant
- Passionate about supporting the brand
- Ability to work within a large team
- Reliable and committed
- Professional, confident and friendly
- Shows initiative
- Enjoys responsibility and is flexible
- Enjoys exceeding expectations
- Genuine interest in customer service