



JOB DESCRIPTION

Job Title: F&B Assistant
Department: F&B – The Oxfordshire
Responsible to: F&B Manager

Main Purpose:

To maintain the food and beverage services to the required standard in accordance with your training. To continually strive to improve your performance in all areas. As a member of the Food and Beverage Team, our staff and guests expect an individual whose appearance, clothing and general attitude and demeanour reflect the high standards of The Oxfordshire. Attitude should be one of confidence and professionalism, whilst recognising that guest satisfaction through exceptional employee service and performance is of paramount importance.

Key duties:

- 1) Familiarise yourself with daily bookings
- 2) To ensure mise-en-place is sufficient and to the standard required
- 3) To be familiar with all menu items, including special of the day
- 4) To exceed the guest expectations and provide the best possible service at all times above and beyond the standards set
- 5) To ensure the SOP manual is adhered to at all times
- 6) To liaise with colleagues, management and kitchen staff to ensure prompt, professional and efficient service
- 7) To communicate any special requests or guest feedback directly to the Food and Beverage Management team.
- 8) To liaise with lounge bar and supporting them where required.
- 9) To assist the Food and Beverage Manager with the introduction of sales and encourage up-selling at all times.
- 10) To ensure that all areas under control are maintained in a clean and hygienic state and that cleaning schedules are being used.
- 11) To report any maintenance defects to the maintenance department
- 12) To carry out pre and post service tasks, mise-en-place in the restaurant including, hoovering, breakfast buffet and lay-up
- 13) To follow up any guest's complaints or special requests liaising with the Food and Beverage Manager as required.
- 14) To help maintain the highest possible standard of hygiene and cleanliness back of house, conference rooms, Restaurant and Bars
- 15) Reporting breakages, stock/equipment requirements and health & safety risks direct to your head of Department
- 16) To be fully conversant with and comply with all Hotel and Company standards of operation, policies and procedures.
- 17) To comply with statutory requirements governing the work place such as employment law, health and safety, hygiene, fire prevention etc.
- 18) To be responsible, whilst liaising with Senior Management, for your own development and contribute to the learning of others.

- 19) To carry out any other reasonable duty to assist in the smooth running of the establishment.
- 20) Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition and punctuality.