

## JOB DESCRIPTION FOOD & BEVERAGE & CONFERENCING ASSISTANT – RESTAURANT & LOUNGE JUNE 2024

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	<b>Food &amp; Beverage &amp; Conferencing Assistant</b>
Band	B1
Team	Operations
Purpose of role	<p>To carry out all restaurant and lounge tasks looking after all guests, delivering a perfect dinner and delegate refreshment experience. To have conversations with all our guests during dinner making sure they have everything they need while offering a relaxed but professional service. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies.</p> <p>To support a successful restaurant operation, the restaurant and lounge assistant must be friendly and engaging with all our customers. The focus must be on delivering quality and delivering exception customer service for every guest. The role will require delivering our offer while being flexible with all customers daily request. A seamless high quality, positive, friendly, engaging environment is essential.</p> <p>As an Imago Team member you will ensure you follow our three golden rules:</p> <ol style="list-style-type: none"> <li>1. Say hello to every guest and team member</li> <li>2. Never walk past a bad standard</li> <li>3. Never say no.</li> </ol>
Reports to	Restaurant Manager
Manages	N/A
Main duties	<ul style="list-style-type: none"> <li>• Be 2metre Greeters – greeting a guest before they greet you!</li> <li>• To be fully knowledgeable with all dinner and drink menus and order of service.</li> <li>• To carry out recommendations and upselling for all guests.</li> <li>• Ensure all set ups for dinner and refreshment lounge are set up correctly and ready as per standards.</li> <li>• To ensure no guest is ever left waiting to be seated, waiting for a drink or their table to be cleared.</li> <li>• Ensure all guests have everything they need and offer further assistance for any plans for the evening or next day.</li> </ul>

	<ul style="list-style-type: none"> <li>• To carry out all back of house jobs making sure all complete and ready to handover to the next shift.</li> <li>• To be able to confidently set up for all dinner types making sure all tables and chairs are set correctly for guests arriving.</li> <li>• To start setting up for breakfast service after dinner again making sure all are clean and tidy for the next shift.</li> <li>• To ensure all food and drink items are day doted, stored away correctly and align with our assured self-catering standards.</li> <li>• Other duties and responsibilities appropriate to the level of this post.</li> </ul>
People skills	<ul style="list-style-type: none"> <li>• Always create a warm and welcoming environment for guests and team members</li> <li>• Positive, open-minded outlook, flexible, and responsive to changing customer needs</li> <li>• Strong communication skills where there is an ability to communicate effectively and listen to guests and team members</li> <li>• Good judgement skills to determine reactions and responses and to make sound decisions</li> <li>• Confidence to be able to build trust with hotel guests and team members</li> <li>• Support problem solving to be able to come up with solutions as they may arise</li> </ul>
Technical skills	Used to working with IT software to taking and processing orders.
Qualifications	Good knowledge and interest in food and drink.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)  
 Signature of Manager  
 Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)  
 Signature of employee  
 Date