

JOB DESCRIPTION FOOD & BEVERAGE & CONFERENCING ASSISTANT - BREAKFAST 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	Food & Beverage & Conferencing Assistant
Band	B1
Team	Operations
Purpose of role	To carry out all breakfast tasks looking after all guests, delivering a perfect breakfast and lunch experience. To have conversations with all our guests during breakfast and lunch 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. To support a successful breakfast and lunch experience the breakfast 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. As an Imago Team member you will ensure you follow our three golden rules: 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no
Reports to	Restaurant Manager
Manages	N/A
Main duties	• Be 2metre Greeters – greeting a guest before they greet you! • Greet every guest through breakfast and lunch services with a positive hello and a smile • Ensure all set ups for breakfast and lunch are correct and ready as per standards • To be fully knowledgeable in all breakfast and lunch service and delivery • To support the chefs in ensuring food buffet areas always look presentable and clean • All tables must be wiped down and relaid as per breakfast and lunch standards

	• Ensure all guests have everything they need and offer further assistance for any plans for that day • To carry out all back of house jobs making sure all complete and ready to handover to the next shift • To keep the dry store and linen cupboard stocked up and organised • To set up for lunch making sure all tables and chairs are set correctly to guests arriving • To start setting up for evening service after lunch ensuring all areas are clean and tidy for the next shift • To ensure all food and drink items are day dated, stored away correctly and align with our assured self-catering standards • To be able to support on bar service when required, making coffee and drinks from the bar • Other duties and responsibilities appropriate with the level of this post.
People skills	• Always create a warm and welcoming environment for guests and team members • Positive, open-minded outlook, flexible, and responsive to changing customer needs • Strong communication skills with the ability to communicate effectively and listen to guests and team members • Good judgement skills to determine reactions and responses and to make sound decisions • Confidence to be able to build trust with hotel guests and team members • Support problem solving to be able to come up with solutions as they may arise
Technical skills	Used to working with IT software to taking and processing orders.
Qualifications & Experience	Good knowledge and an interest in food and drink. Experience working within a front of house operation within a busy hospitality environment.

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