

JOB DESCRIPTION FOOD & BEVERAGE & CONFERENCING ASSISTANT – 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.

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| Job title | Food & Beverage & Conferencing Assistant |
| Band | B1 |
| Team | Operations |
| Purpose of role | <p>To support the food & beverage and events operation, looking after all guests, delivering a perfect food and beverage and events experience. 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 front of house operation, the Food & Beverage 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’ requests. 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"> 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no |
| Reports to | Bar Manager |
| Manages | N/A |
| Main duties | <ul style="list-style-type: none"> • Carry out all day-to-day food & beverage and event operations within company standards, ensuring a quality service throughout the food & beverage & events customer journey • Identify customer needs and respond proactively to all their concerns • Keep up to date with customer feedback and assure guest issues are resolved efficiently • Follow all mandatory company training and report any issues that you may find • Other duties and responsibilities appropriate to the level of this post |
| People skills | <ul style="list-style-type: none"> • Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs |

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| | <ul style="list-style-type: none"> • Strong communication skills. Ability to communicate effectively and listen to guests and team members • Good judgement skills to determine reactions and responses and to make sound decisions • Honesty to be able to build trust with hotel guests and team members • Proactive problem solving to be able to come up with solutions as they may arise • Positive customer facing attitude |
| 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