# Days Hotel Guest Service Assistant (Food & Beverage) Job Description

**Days Hotel Bournemouth**

**Job Description**

**Job Title:** Guest Service Assistant (Food & Beverage)

**Scope and purpose:** To provide a friendly efficient service to all guests and visitors of the hotel to the standard set out by Management. To offer a service that exceeds the customer’s expectations.

**General Duties**

1. Greet and serve all guests in a Friendly, professional and polite manner
2. Operate the computer/till systems ensuring service is smooth and efficient. Responsibility must be taken for any transaction you make and any mistakes corrected.
3. Adhere to the Health and Safety policy and Fire regulations at all times
4. Adhere at all times to Hotel Policies as set out in the staff Handbook
5. Attend training courses as and when required.
6. Ensure correct uniform and name badge is worn at all times.
7. Attend job chats and appraisals. Notice of these will be given in advance.
8. Ensure timesheets are completed and filled in accurately at the end of each shift.
9. Ensure good relations are kept between all colleagues, Managers and guests
10. Carry out any reasonable requests made by the HOD’s and Duty Managers
11. Do not work from heights or perform manual handling tasks unless full training has been completed.
12. Ensure all brand standards are followed at all times.

**Duties – Conference and Banqueting**

1. Provide a competent service to all guests attending conferences and banquets, in line with the current SOP’s.
2. Prepare conference and banqueting rooms to the guest’s requirements as per the function sheets.
3. Assist guests with their luggage when required.
4. Assist maintenance in the changing of light bulbs, tuning of televisions and other manageable issues that may arise daily.
5. Ensure that all storage areas are kept clean, tidy and in a manageable state for easy access of tables and chairs at all times.
6. During the summer months ensure that the pool area and terrace are serviced accordingly throughout the day. Sweep terraces and front steps, put out umbrellas weather permitting, check that plastic glassware is used by the pool and generally keep all areas clean and tidy.
7. Ensure that we maintain a good stock of pens, pads, place cards, flip charts and other stationary at all times.

**Duties – Restaurant**

1. Provide a competent service to all guests at each mealtime as in line with the current SOP’s
2. Make sure mealtime you aware of and understand the menu, noting any dietary requirements for guests dining.
3. Ensure all tables are correctly laid, stations are tidy and all in place and ready before service starts.
4. When clearing tables, stack everything neatly and in the correct manner on trays at the station.
5. Maintain constant vigilance on all tables at your station to ensure no guest waits too long for anything.
6. Ensure all glassware and cutlery is cleaned polished and stored correctly
7. Complete all daily and weekly cleaning tasks set out by Management

**Duties – Bar**

1. Ensure all bars are opened and closed following the current SOP’s.
2. Ensure the Hotel Bar rules are following correctly at all times and that you understand the rules set out in line with licensing laws
3. Have a good knowledge of all products and wine we sell. Ensuring the correct measures are poured and glasses are used.
4. When required provide a Wine Waiter service in the restaurant
5. Service all guests drinks and food as set out in the current SOP’s
6. Ensure all tasks set out on the shift sheets and cleaning rotas are completed to the standard as set out by Management.
7. Ensure the bar and lounge areas are kept clean and tidy at all times, paying attention to small details.

**Name:** ………………………………… **Signature:** …………………………………………….…

**Date:** …………………………………………….