

WAITING STAFF

Would you like to work at a Northern Ireland AA 4 star Hotel of the Year?

We are now recruiting for Food & Beverage Assistants with outstanding customer service skills and the ability to enhance every customer visit. At The Old Inn, we encourage personality whilst hitting all of the key service metrics. So if you have pride in what you do and would like to develop your career, you can look forward to a rewarding job in hospitality with this landmark hotel.

JOB DESCRIPTION

Job title	Food & Beverage Assistant – Restaurant/Dining
Hours	Variable in line with the needs of the business (based on a shift pattern Monday-Sunday), up to 5 shifts per week. Full time is typically 40 hours per week. Must be fully flexible to work any shift pattern – days, evenings and weekends.
Rate of pay	National Minimum wage rates plus share of tips

MAIN DUTIES AND RESPONSIBILITIES

1. To acknowledge each guest in order to make them feel welcome and ensure that they are seated and served in a timely and courteous manner.
2. To sell food and beverages to customers in the Lewis Restaurant, Parlour Bar, Verina & White Suites, Gallery and all drinks and food service areas within the Old Inn in an efficient, friendly and knowledgeable manner, ensuring revenue is maximised.
3. To be familiar with all menus, wine lists, special offers and food and beverages available, as well as the hotel's other offerings of Accommodation, Weddings & Private Dining.
4. To deal with orders, payments and operate the EPOS till accurately.
5. To ensure daily and weekly checklists are completed and signed and full adherence to standard operating procedures.
6. To work as part of a team, attending briefings, training sessions and meetings as requested.
7. To respond to customer comments and/or complaints in an efficient, speedy and discreet manner.
8. To ensure all legislation is adhered to, including licensing laws and health and safety.
9. Be familiar with tourist information related to North Down and Northern Ireland in general, in order to enhance the customer experience.
10. To carry out any other duties as may reasonably be required by management including working across any food & beverage area as needed.

This is a flexible role. You will be given the opportunity to work in other departments of the hotel as part of your development and learning.

PERSON SPECIFICATION

Essential Criteria

- 6 months' Waiting experience gained within the hospitality sector
- Excellent knowledge of food and drink
- Cash Handling experience
- Fully flexible to work days, evenings and weekend shifts
- Must be eligible to work and live in the UK in line with UK Legislation.

Desirable Criteria

- Hotel experience in a similar establishment, at 4 star or higher
- NVQ Level 2 in Food & Drink Service (or similar)
- Barista experience or qualification
- Bars experience.

Demonstrable Skills (assessed at interview)

- Knowledge of The Old Inn at a commercial level (Available on our website).
- Ability to work under pressure and resolve problems
- Excellent customer service skills
- Ability to take direction and apply training quickly in a fast moving environment
- Excellent communication and interpersonal skills
- High standard of personal presentation and adherence to company standards