SOFITEL
LUXURY HOTELS

LONDON ST JAMES

Job Title: F&B Waiter/ress

Department: Room Service

Level: Staff

Responsible to: Room Service Manager, Assistant, Supervisor and Co-ordinator

Responsible for:

Objective:

- To provide the service of food & beverage to all guest rooms including the service of Mini Bars to the standard agreed by the Management

Main Duties:

Administration

- To ensure that you turn up for work at correct time in the correct uniform
- To check the standard of the appearance and grooming of the staff before the shift start
- To ensure you sign for your master key before and upon finishing the shift
- To hand over all outstanding tasks to the following shift
- To make sure that all the jobs in the shift check list are done or handed over to the next shift for completion before you finish your shift

Financial and Revenue Responsibilities

- To ensure correct charges have been posted to the correct room numbers when using Miros
- To help the room service team in maximising the revenue by up selling
- To ensure that all mini bar charges adjustment have been done on the same day
- To conduct/ participate in the departments monthly stock take
- To insure that you have a sufficient stock of food and beverage items (dry goods and cellar) at all times

Training and Human Resources Management

- To attend all training session when nominated
- To maintain and keep a good time keeping and attendance
- To be aware of all health and safety issues
- To be aware of all food hygiene issues

Guest Service Responsibilities

- To be check all items in the tray or trolley before delivery to the rooms against the bill
- To ensure you have a very good knowledge of the room service menu and the wine list so you are able to advice the guest
- To maintain a high standard of order taking at all times
- To up sell and promote all special offers
- To record all guest requirements and liaise with the room service management team
- To recognise and anticipate the needs of the guests in the hotel to ensure a pleasant stay

- To ensure that all equipments /office is kept and maintained to the highest standard of cleanliness and in good working order
- To be flexible and carry out any reasonable instruction or responsibilities given to you by your immediate superior
- To ensure that all message or request are communicated to the appropriate person
- To handle any guest complaints in the correct manner and in according to the hotel procedures
- To ensure that the VIP amenities have been delivered to the rooms and report and non delivered to the person in charge
- To be able to work in all shifts

Health and Safety

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others

General Duties

To be fully conversant with:

- Hotel fire procedures
- Hotel and Company Security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Keys of Luxury and company repositioning
- Methods of accepted payment of the company
- Short and long term company marketing promotions

Note:

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

Employee Name: **Signed Employee:**

Date: