



JOB DESCRIPTION

Job Title: **Casual Restaurant and Bar Service Assistant**

Location: Burleigh Court Hotel and The Link Hotel

Hours of Work: Various casual hours available - day, evening and weekend shifts

1. Job purpose:

To support and assist the restaurant and bar management team at Burleigh Court/Link Hotel/Link Hotel. To provide outstanding customer care and show great attention to detail.

2. Duties and responsibilities:

To assist in the daily running of the restaurant, bar and lounge at Burleigh Court/Link Hotel including;

- Setting up and clearing down after service
- Provide silver service in the restaurant
- Ensure the smooth day to day running of all bar sales/food operations as determined by law
- Responsible for the bar cash float, all cash taken, credit card transactions, charging global accounts and charging guest's room accounts from the sale of bar products and to produce shift reports on a daily basis using the computerised system.
- To be aware of all relevant emergency and evacuation procedures
- Ensuring customer requests are dealt with promptly and efficiently
- Provide a level of service that exceeds customer expectations
- Maintaining a high standard of cleanliness and quality in the restaurant and bar at all times
- Ensure total guest satisfaction is achieved

3. Other related activities and functions

To undertake any training and development deemed appropriate for the position by the relevant line manager.

To ensure compliance with all relevant imago policies and procedures.

To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to imago's Health, Safety and Environmental Policies and Procedures.

All staff should hold a duty and commitment to observing imago's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and imago policies/procedures.

4. Organisational responsibility

This position reports to the Restaurant and Bar Manager, Assistant Restaurant and Bar Manager and Restaurant and Bar Supervisor.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: _____ (job holder)

Print name: _____

Date: _____

PERSON SPECIFICATION

Job Title: **Casual Restaurant and Bar Service Assistant**

	Essential	Desirable
Experience	Experience of providing excellent customer service	Experience of working within the hospitality industry Knowledge of restaurant/bar service
Skills and Abilities	Articulate with good communication and interpersonal skills Outstanding customer service skills Self-motivated and able to work using own initiative Punctual and reliable Pay attention to detail and able to maintain high standards at all times	Silver service
Training	A willingness to undertake further training if and when required A willingness to adopt new procedures as and when required	
Education/Qualifications	Educated to GCSE grade C standard or equivalent in English and Maths	NVQ/ College course in hospitality or other relevant subjects
Other	Well presented with a pleasant and courteous manner Flexible, able to work shifts and weekends (own transport/local) Effective team player Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace Willing to wear imago's corporate uniform whilst on duty	