

# Work For Us

# Job Description



<b>POSITION:</b>	Food and Beverage Team member
<b>EMPLOYMENT TYPE:</b>	Seasonal
<b>BASE:</b>	Beverley Holidays
<b>REPORTING TO:</b>	F&B Manager

## JOB PURPOSE

Working as part of a team to provide our guests with excellent service serving food and beverages to the highest standard. To act as an ambassador for the company.

## KEY TASKS AND RESPONSIBILITIES

- To provide a bar & table service to guests ensuring the highest levels of customer service.
- To surpass our guests expectations of the Food & Beverage experience.
- Maintain a positive attitude to our guests by greeting them all with a friendly smile & friendly manner.
- Effectively work as part of a team to constantly deliver an amazing service to our guests.
- Be involved and contribute at team meetings
- Be aware of service style and inform guests
- Actively upsell in a commercial environment
- Make guests aware of the range of drinks, food and specials that are available
- Assist on keeping wastage to a minimum
- Keep up to date with new products and current promotions, and any items not available
- Adhere to company cash and key handling procedures at all times
- Ensure excellent communication with other departments
- Adhere to data protection procedures
- Act as an ambassador for the company and promote the company at all times
- Respond to guest complaints following company policy
- To report any maintenance jobs to your supervisor. The jobs will then be submitted to our online maintenance task book
- To adhere to all company policies including our COSHH procedure, handbook and non-smoking policy
- To ensure that all checklists are completed and signed off correctly as instructed
- Assist in keeping the bar, front-of-house and toilets clean and tidy at all times
- Follow all company procedures and licencing laws at all times
- Be familiar with the company till system and keep up to date with any changes made
- Keep up to date with any events/promotions being offered around the parks
- Be familiar with the company till system and keep up to date with any changes made
- To have knowledge of all the parks accommodation and facilities
- Follow all H&S procedures
- Any other duties as required by your Line Manager to ensure the smooth running of the department and company
- Be aware of all licencing restrictions
- Awareness of basic Food Hygiene regulations

#### **KEY RELATIONSHIPS**

- F&B Manager
- F&B Supervisors
- All Duty Managers
- All Company Directors
- All Senior Managers
- All operational and duty managers
- All new and existing guests
- Other departments
- You will be directly responsible to the F&B Manager

#### **EDUCATION TRAINING AND EXPERIENCE**

- Previous experience in hospitality
- Customer service experience

#### **DISPOSITION AND REQUIREMENTS**

- Excellent communication and people skills
- Self-motivated and able to work under pressure
- Excellent understanding of our required level of cleanliness
- Well presented at all times

#### **HOURS OF WORK**

- To suit the business needs. Will include evenings and weekends/school holidays and bank holidays.

#### **BENEFITS**

- Contributory Pension
- Free parking

#### **ABOUT OUR COMPANY**

Beverley Holidays is a multiple award-winning family of three holiday parks situated on the English Riviera in South Devon. Owned by the Jeavons family, who have 60 years of holiday park experience, the holiday parks offer a range of holiday accommodation coupled with holiday homes available for sale.

Now in its third generation of the Jeavons family, Beverley Holidays boasts a unique 'one big happy family' feel which has seen it win a string of awards, with many guests returning year after year to bask in its beautiful seaside surroundings. The group of parks comprise of Beverley Park, Beverley Bay and Beverley View which operate under the Beverley Holidays brand.