



## Food and Beverage Assistant

### SLG-Food & Beverage

#### Description

Salary - £26,520 Plus Tronc

Holiday - 28 days holiday, enhanced after 5 years of service.

##### But there's more...

- Free meals on duty.
- Uniform offered and dry cleaned.
- Discounted employee friends & family rates at Arora Hotels.
- Food and beverage discounts.
- Christmas gifts and employee parties.
- Introduce a friend scheme.
- Cycle 2 work scheme.
- UK attraction discounts @ Merlin Entertainments.
- Taste card.
- Life assurance scheme.
- Wage stream.
- Employee assistance programme.
- Arora star employee recognition.
- Long service recognition award.

##### About us...

Sofitel London Gatwick is the perfect blend of style and convenience. With 518 spacious ensuite rooms plus a selection of restaurants and bars showcasing fresh international flavours. Our luxurious hotel has gym facilities and 14 flexible conference and meeting rooms with space to accommodate up to 300 guests. It offers an exclusive walkway straight into the airport's North Terminal.

##### A bit about what you will do...

Food and Beverage Assistants embrace every opportunity to create extra special moments for our guests and provide a personal experience that will be remembered.

- Serve food and drinks in our assigned Food and Beverage outlets in a friendly and timely manner.
- Taking the time to listen to the needs of our guests and building natural rapport.
- Making knowledgeable suggestions and recommendations on the food and drinks that our guests might enjoy.
- Raising bills and taking payment.
- Clearing and re-setting tables.

##### More about you...

- Providing high quality service and attention to detail comes naturally to you.
- A smart and professional appearance.
- Excellent communication skills.
- The ability to remain calm whilst under pressure.
- Feeling comfortable in a fast-paced, busy environment.
- You value being part of a team and supporting your colleagues.
- Most of all, you have an approachable, positive, and proactive manner.
- Experience in a similar role within a 4-star hotel is a significant advantage.

##### Grow with us...

We are growing rapidly and with growth comes advancement opportunities. Being part of the Arora group there are exciting opportunities for career progression and development across our properties and brands.

## Job Description

<b>Job Role:</b>	<b>Food &amp; Beverage Assistant</b>
<b>Department:</b>	Food & Beverage
<b>Reports to:</b>	Food & Beverage Manager

### Job Overview

We are looking for FT/PT Food and Beverage Assistants for different outlets of the Hotel (restaurant, bar, room Service).

As a F&B Assistant ensure checks are presented to all guests during service to secure full payment for all products and services offered.

### Duties and Responsibilities

- As a F&B Assistant ensure checks are presented to all guests during service to secure full payment for all products and services offered.
- Understand how to efficiently process payments, count floats for accuracy and enforce cash handling procedures.
- Record covers in Micros properly and accurately post products consumed.
- Maintain an honest operation when posting products and handling payments (cash, credit card, room charge, A&G charges).
- Maintain and encourage a positive working environment.
- Supports the team with up-selling features and be knowledgeable in your role
- Respects colleagues and work closely with other associates to deliver memorable experiences
- Actively participate in associate briefings and team meetings.
- Assist the manager to drive Heartbeat (guest satisfaction) by providing consistent guest experiences.
- Report positive and constructive guest feedback to the manager.
- Constantly critique quality levels of service and product consistency, provide suggestions to the manager.

### Skills & Experience

- An absolute commitment to delivering high levels of customer service
- A positive attitude and good command of the English language due to guest interaction
- Previous a la carte or fine dining experience preferred
- Ability to work in a team environment
- High level of personal presentation