



KILLRUDDERY

JOB DESCRIPTION:	Food & Beverage Team Server
HOURS PER WEEK:	May to September Full Time
REPORTING TO:	Front of House & Banqueting Manager (FOH & BQingMgr)

ROLE

Ensure that the food & beverage (F&B) outlets allocated to you during your shift are set up and ready for service.

Ensure that you take direction from the Manager on Duty & follow all internal procedures and standards to ensure the highest level of attention to the customer.

To have a specific knowledge of the key historical points of Killruddery estate, the orientation of the estate, current & upcoming events and the company ethos.

ROLE RESPONSIBILITIES FOR GARDEN VISTIORS F&B OUTLETS

- To assist with the day-to-day operations of the F&B outlets
- You will be responsible for cash and card payments, making sure till balances at the end of the day, making teas and specialised coffees, dealing with customers and taking orders
- Managing stock control of food on the cold counter while liaising with the kitchen team.
- Carrying out day-to-day hygiene and cleaning arrangements and making sure hygiene guidelines are followed
- Reporting to the Manager on Duty daily with any feedback from customers.
- Stock control of dry goods and re-stocking shelves with merchandise

ROLE RESPONSIBILITIES FOR CORPORATE, WEDDINGS AND PRIVATE PARTIES

- Prepare bar and stations with appropriate food and beverages as per instructions of the FOH & BQingMgr
- Make sure that tables are set with linen, dishware and flatware as per event sheet
- Attend all briefings to ensure events flow smoothly.
- Greet guests in a cordial manner as they arrive
- Offer welcome drinks and ask guests if they need any additional items
- Maintain proper dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses
- Have a good understanding of product and service and be able to respond to queries when asked by guests.
- Ensure guest satisfaction throughout the meal service.
- Respond to guest requests in a friendly, timely, and efficient manner.
- Perform basic cleaning tasks as needed or directed by FOH & BQingMgr & Team Leader

Other responsibilities

Maintain high standards of safety and cleanliness in all areas

Adhere to grooming and appearance standards and be consistent in this regard.

Assist fellow team members and other departments wherever necessary to maintain positive working relationships

In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the aims and objectives of the company.

To participate in internal/external meetings as required, and attend training events as necessary.

To participate in regular work reviews and annual appraisal, and help in identifying your own job-related development and training needs.

To ensure that all Killruddery policies and procedures are being adhered to, particularly those relating to Health and Safety, Human Resources and Operations.

To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the vision and ethos of the company.

INTERCHANAGABLE ROLES

- There are other occasional duties that flexi staff may be appointed to while on shift; facilitating groups of small kids workshops, making animal masks on *Fairy Tale Day*, running an egg hunt at Easter, serving drinks in the Orangery, cleaning, parking, crowd management, birthday party liaison, minding a group who has an outside facilitator but needs a Killruddery contact.

QUALIFICATIONS/EXPERIENCE

Essential	Desirable
Completed secondary level education	Training in hospitality management
Be working towards a qualification in hospitality management	Train the trainer Certificate
1/2 years in a similar customer interfacing role in hospitality	Food Hygiene cert

Competencies (Behaviour & Attributes):

Be friendly and engaging, be helpful and polite, comfortable working with large crowds and the public, be physically fit, be able to multitask and problem solve, be adaptable & flexible.

I hereby confirm, that I accept the above and I have retained one copy of this Job description:

Employee:

Supervisor:

Date:

Date:

Signature:

Signature: