

Job Description

Draft. Version: 27-03-2014

|  |
| --- |
| **Position Title: Food & Beverage Associate.****Reports To: Supervisor** **Role Description:**Responsible for delivery of services with the satisfaction of customer and client**Key Responsibilities*** To report for duties well-groomed and in proper uniform (Haircut, Nails, Uniform, Shoes, Pad, pencil etc.)
* Attend briefing before start of shift and debriefing at the end of shift
* Check the menu and note special instructions from the supervisor at the beginning of the day
* To do all ‘mis end place’ correctly before the service time to ensure agreed standards of service
* Provide food and beverage services in a proper manner
* Speak in a empathetic tone and communicate all information to his supervisor
* Keep track of all food services made during his shift by maintaining proper service delivery and clearance records at the site
* Maintain a clean and neat work environment
* Take proper handover at beginning of shift and give correct handover before leaving (including service and clearance cards)
* Ensure proper mis-end-place, and see that clean, dry and proper equipment is used as per the SOP laid down
* Any other duty as instructed by his immediate Supervisor/Manager from time to time

**Key Competencies:**1. Previous food handling experience in a corporate environment
2. Excellent grooming and personal presentation
3. Good communicator, friendly and receptive to client’s needs
4. Customer service orientation
5. Punctuality and accurate time keeping
6. Ability to work unsupervised and show initiative
7. Ability to work as part of a team

  |
|  |