

Job Opportunities

1st May 2018

Food and Beverage Associate

– Zero hours contract Hours based on business requirements

Job Focus

To provide an outstanding customer experience to our guests serving food and drinks according to set standards.

Overview of the Role

Reporting into the F&B Service Manager and working as part of the Food & Beverage team, you will be expected to work within all aspects of the Food and Beverage Operation. Shifts can include hosting, setting and clearing tables, working behind the bar, which includes teas and coffees, as well as service in the lounge and restaurant. You may work events such as weddings and private dinners where late finishes are required. You will be required to serve food and drinks in a professional and efficient manner with outstanding customer service and responsiveness to guests needs. Work levels are dependant on the needs of the business as well as flexibility & availability of candidates and these are scheduled on a weekly basis.

Essential Skills & Knowledge

Previous experience in a standard driven food operation is beneficial but not essential as full training will be given. Candidates must be totally customer focussed, be honest, hardworking, punctual and regular in attendance. Smart personal appearance is essential.

- **Exceptional Service** – Understand and values our guests to create a competitive advantage
- **Deliver Excellence through results** – Relentless drive to achieve results, setting clear goals and standards to continuously improve
- **Development of others** – Supports and encourages the development of others that is mutually beneficial for both individual development and enhances business performance
- **Creativity and change** - Generates new ideas, possibilities and creative alternatives to enhance overall quality and performance. Leads implementation to deliver benefits in full
- **Teamwork and building relationships** - Understands the needs of others and builds strong relationships that drive employee engagement
- **Passion for Excellence** - Has a high degree of self-awareness, maintains a calm demeanour in pressurised and challenging situations and actively identifies new areas for learning. Creates and takes advantage of learning opportunities
- **Leadership** – Develops a compelling sense of purpose and direction to motivate others to align their efforts to its achievement. Creates an open and trusting environment
- **Impact and Influence** - Creates an environment where people are informed and empowered. Ensures everyone has a voice including themselves

To apply for this position, please send CV and covering email to recruitment@hiliverpool.com

Closing date 14th May 2018