

GALGORM

RESORT & SPA

JOB TITLE: *Food and Beverage Assistant*

Job Purpose: To carry out any daily duties as required and assist in maintaining the highest standards in all aspects of Food and Beverage Service while ensuring customers enjoy a positive and high-quality experience.

The Position:

The main responsibilities for this position include:

- Consistently provide a friendly and efficient service to ensure each guest leaves with the desire to return.
- Serve and present beverages quickly and efficiently.
- Work in a professional manner with all guests and customers.
- Observe all Company and Statutory Fire and Health and Safety Regulations.
- Participate in the daily duties allocated by your supervisor or management team, ensuring all planned work is carried out to the required standards
- Take responsibility for the security and safe handling of all equipment used within the Food and Beverage service areas.
- To have a full and complete knowledge of the menu enabling you to assist with any guest or customer queries.
- Accurately take and process through the Resort billing systems all food and beverage orders.
- Ensure knowledge of the resort and facilities is up to date in order to upsell to guests if the opportunity arises.
- Adhere to the appearance and grooming standards required by the Resort at all times.
- Attend any training that has been set up to aid your personal development.

Applicants must:

- Have a positive and friendly attitude coupled with an enthusiastic approach to exceeding customer expectations.
- Previous waiting experience (desirable).
- Previous experience working in a bar (desirable).
- Have a sense of pride in the delivery of high standards of presentation, hygiene and the Galgorm Resort & Spa brand.
- Have strong communication skills.
- Be an excellent team worker
- Have a flexible approach to working shift patterns.

What we offer:

- Upon passing a 6-month probation, you will be invited to enjoy an overnight stay in one of our luxurious bedrooms as well as friends and family rates on accommodation
- Employees can also dine free of charge when dining with a paying guest in our wonderful restaurants - Gillies, Fratelli, Fratelli Belfast & Café Parisien.
- Employees will also receive 25% discount on Spa treatments and products and 50% staff discount in our River Room when dining with a paying guest.
- Training and development opportunities
- Attractive pay scale on offer

GALGORM RESORT & SPA ARE EQUAL OPPORTUNITY EMPLOYERS