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Duties and responsibilities of food and beverage staff pdf

Food and Beverage Assistants are employed by catering companies to provide assistance with the preparation and service of food and drink at events. A Food and Beverage Assistant can find themselves working at weddings, corporate events, birthday parties, festivals and a diverse range of public and private functions where catering services are required. Food and Beverage Assistants assist with everything from setting up tables before an event to cleaning up the venue once all the guests have left for the evening. Food and Beverage Assistant skills and qualifications Food and Beverage Assistant need food service and waiting skills, alongside excellent customer service skills and the ability to communicate well with guests. Food and Beverage Assistants also need excellent knowledge of food preparation and hygiene standards. A successful Food and Beverage Assistant candidate will have various prerequisite skills and qualifications that typically include: Ability to provide guests with up-to-date information and directions while attending the function Excellent food service skills, including the ability to carry three plates and to deliver drinks on trays Ability to work well with other team members and to follow directions from supervisors Knowledge of basic food preparation techniques and ability to follow basic recipes Excellent knowledge of food and drink pairings, particularly wine pairings Ability to mix cocktails and create drinks to order Knowledge of kitchen cleaning and pot washing equipment, such as industrial sinks or high-pressure hoses Valid food hygiene certificate from the Food Standards Agency Food and Beverage Assistant experience requirements Food and Beverage Assistants with at least one year of experience in a waitstaff, bar or kitchen environment are ideal candidates for the role. The level of experience needed can vary extensively though. Employers are often able to induct applicants with the right personality but who may have no prior experience. High-end, luxury catering companies would require more waiting experience than a catering company aimed at mid-range weddings, for instance. Food and Beverage Assistant education and training requirements Food and Beverage Assistants require GCSEs in English and maths as a minimum. This demonstrates that they have the ability to communicate and perform basic arithmetic tasks if needed. Formal education or catering training isn't necessary if the employer offers on-the-job training to applicants. Employers can also look for applicants with an existing skill set who have taken a course in food and beverage service or courses related to hospitality. Food and Beverage Assistant salary expectations According to Indeed Salaries, the average salary for a Food and Beverage Assistant in the UK is £8.70 per hour. Salary may be dependent on experience, location and company. Job description samples for similar positions If Food and Beverage Assistant isn't the exact job you are searching for, then other job description samples are available too: Food and beverage service is a growing as well as dynamic industry covering various different scales of job roles. If you are a person who love food and beverage and a passion to learn more about it Food and beverage service is the perfect career for you. It is a ever growing career with endless opportunities for personal as well as professional development. Hierarchy in Food and Beverage Service Department Food and Beverage Service Personnel Attributes of Food and Beverage Service Personnel:- A Professional and hygienic appearance How you look and the first impression you create are more often than not seen as a reflection of the hygiene standards of your establishment and the quality of service to come. Therefore your standards with regard to uniform and personal hygiene are critical, together with good product knowledge combined with all the pleasantries of interpersonal skills. All staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice: A shower or bath should be taken daily Always use deodorants Aftershave and perfumes should not be too strong Sufficient sleep, an adequate and healthy intake of food, and regular exercise will keep you in a healthy condition and allow you to cope with the pressures and stress of work Pay particular attention to your hands. They must always be clean, free of nicotine stain and with clean, well-trimmed nails No nail varnish should be worn Males should be clean shaven with any moustache neatly trimmed Females should only wear light make-up Ear-rings should not be worn with the possible exception of studs Your uniform should be clean, starched as appropriate and neatly pressed. All buttons must be present Hair must at all times be clean and well groomed. Shoes must be comfortable and clean, and of a plain, neat design. Fashion is not important here (ie high heels and trainers), but rather safety and foot comfort Your teeth should be brushed immediately before coming on duty Cuts and burns should be covered with the correct dressings Any colds or other possible infections should be reported immediately Your hands should be washed immediately after using the toilet, smoking or dealing with refuse. Use hot water and soap Try to avoid any 'mannerisms' that you may have, such as running your fingers through your hair, chewing gum, or scratching your face Excessive jewellery must not be worn. Follow your establishment policy Always remember that your standards will mirror the establishments standards - aim high at all times. Knowledge of food and drink The staff must have sufficient knowledge of all the items on the menu and wine list in order to advise and offer suggestions to customers. Furthermore they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, the make-up of the dish and its appropriate garnish, and also how to serve various types of drink, in the correct glass and at the right temperature. Punctuality is all important. If the staff are continually late on duty it shows lack of interest in work and a lack of respect for management. In the interest of customers the staff should have a certain knowledge of the area in which they work so they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on, and the ability to smile at the right time pays dividends. With these attributes the staff will help the management, by becoming good sales people. The correct approach to the customer is of the utmost importance. The staff must not be servile, but anticipate the customer's needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a 'difficult' customer - they are normally people whom one is uncertain how to handle.) Customers should never be argued with as this will only aggravate the situation, but all complaints should be referred to someone in authority in the food service area. This is an essential asset to food and beverage service staff. It may help them in various ways in their work if they know the likes and dislikes of customers, where they like to sit in the food service area, what are their favourite drinks and so on. This is all important to the staff in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be an atmosphere of work which encourages efficiency and a good team spirit amongst the food and beverage service operators. The staff's obligations and loyalty are firstly to the establishment in which they are employed and its management. The food and beverage service staff must see that the guests have all they require and are completely satisfied. It is of great importance to anticipate a customer's needs. If he/she is comfortable in the surroundings then this is because of the warm and friendly atmosphere in the food service area, and the team spirit amongst the waiting staff. The staff should have a pleasant manner, showing courtesy and tact, an even temper and good humour, and never displeasure even though at times things may be difficult. They should never argue with a customer and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team who, because of his/her greater experience, will be able to calm the guest and put right any fault. Remember loss of time in dealing with complaints only makes the situation worse. As has already been mentioned, the staff work in the front of the house - the food service area - and they, to a large extent, reflect the image of the establishment. They are salespeople and must therefore have a complete knowledge of all forms of food and drink and their correct service. So that the establishment has the maximum amount of business over the service period with as high a net profit as possible, the staff must develop a sense of urgency. The staff's conduct should be impeccable at all times, especially in front of customers. The rules and regulations of an establishment must be followed, and respect shown to all senior members of staff. The staff must be tactful, courteous, good humored and of an even temper. They must converse with the customer in a pleasing and well spoken manner and the ability to smile at the right time pays dividends. With these attributes the staff will help the management by becoming good sales people. American English French Restaurant Manager Restaurant Manager Gerant De Restaurant Senior Captain Restaurant Supervisor Maitre de Hotel Captain Head Waiter Chef de Rang Steward Waiter Commis de Rang Busboy Assistant Waiter Commis de Barasseur 1 Carver Carver Trancheur Wine Waiter Wine Butler Sommelier Duties and Responsibilities of Food and Beverage Service Personnel Job Title:- Restaurant Manager Reports To:- Food and Beverage Manager General Manager Job Summary To recommend and meet budgets and goals by leading a service i with personalized guest attention Duties and Responsibilities 1 Recommend and monitor a budget and plan for the year. Lead, train and motivate a service team. Conduct daily briefings ensuring two-way communication, training and policy information Check rm-en-scene and mis-en-place done by the team. Control expenses of the restaurant. Develop innovative ways to create sales of the restaurant by up-selling menu items, food promotion merchandising etc Job Title Meet and greet guests and develop a personal guest database to ensure continued patronage. Schedule staff rotations and duties and organise extra hands when required. Ensure the safety and hygiene of the restaurant. Maintain discipline and conduct staff appraisals Coordinate with the chef for menu offers and operational coordination. Coordinate with other departments for the smooth supply of operational supplies. Responsible for proper billing and cash recovery for services rendered. Resolve guest and staff complaints and grievances Represent the restaurant in Food and Beverage meetings. Conduct periodic competition analysis Coordinates with Kitchen--on food preparation matters. Kitchen Stewarding--for the supply of clean serviceware. Housekeeping--for cleanliness and supply of linen and flowers. Accounts--for budgets and depositing daily sales. Engineering--on matters of maintenance and safety. Security--on matters of security and safety. Marketing--on matters of sales and promotions. Stores--for supply of alcoholic beverages, operational supplies. Supervises:- Senior captain, captain, hostess, Servers and apprentices Job Title:-Senior Captain (Restaurant Supervisor) Reports To:- Restaurant Manager Food and Beverage Manager Job Summary To organise, supervise and train all service personnel in the restaurant with a view to providing quick and personalised food and beverage service to guests. Duties and Responsibilities Deputise in the absence of the Restaurant Manager and ensure smooth functioning of the restaurant. Schedule weekly/fortnightly staff duty shifts with the approval of the Restaurant Manager ensuring that work exigencies are met and the staff are rotated fairly. Allot daily duties to subordinate staff to meet work exigencies ensuring equity of work. Conduct daily briefing using it as a vehicle for two-way communication, training and corrective action. Attend to guest complaints and ensure guest satisfaction through immediate action. Inspect the mis-en-scene and mis-en-place to ensure the smooth flow of operations. Ensure the maintenance and aesthetic upkeep of the restaurant in close coordination with engineering and housekeeping. Organize the training of staff for meeting the standards of service. Develop restaurant sales through upselling, guest contacts and ensuring good service. Ensure that the restaurant is free from work hazards. Supervise food service with a view to ensure speed, quality of service and personalisation Appraise staff performance and recommend rewards to the restaurant Control costs by applying food control principles. Serve wines and beverages according to international practice. Motivate staff through fair leadership. Prepare flambe items, if applicable to the restaurant, with showmanship and authenticity. Maintain and control the par stocks of cutlery, crockery, linen, supplies and equipment. Assist the accounts department in stocktaking. Hand over lost and found properties to the Housekeeping as per rules. Supervises:- Restaurant Captains, Hostess, Servers and Apprentices. Job Title:- Captain (Head Waiter). Reports To:- Senior Captain Restaurant Manager Job Summary:- To organise and supervise an assigned restaurant station with a view to provide fast and efficient food and beverage service. Duties and Responsibilities:- Train and supervise restaurant servers to give high standards of service in terms of time, quality and personalization. Supervisesmis-en-place of the assigned station to ensure a smooth service during operation. Inspect table layouts in the station ensuring that they meet the standards set. Check and ensure the serviceability of equipment and furniture. Sell food and beverage so as to meet restaurant budgets. Take food and beverage orders correctly. Give wine service according to international practices. Prepare flambe items, if offered by the restaurant, with showmanship and authenticity in preparation Control the inventory of cutlery and service equipment allotted to the station. Assign duties ensuring equity of work. Ensure that staff meet hygiene and discipline standards. Ensure that the station is free from Job Title:-Steward (Waiter) Reports to:- Job Summary:- To provide quick and personalised food and beverage service to guests at allotted tables as per standards service laid down and according to guest satisfaction. Attend briefings prior to restaurant opening, well groomed and equipped with the basic aids of operations such as bottle openers, pens, pads and matches. Learn the d'jour items, not-available items, menu preparations and their presentation. Complete mis-en-scene and mis-en-place before the restaurant opens. Check all the equipment and furniture at the station for their serviceability and maintenance requirements. Clean and polish allotted silverware, cutlery, glassware and chinaware. Stock the sideboard with proprietary sauces, jams, salt and pepper shakers, butter dishes, linen and other serviceware. Lay table covers as per standards set. Fold napkins as per prescribed attractive styles. Requisition fresh linen and flowers from housekeeping. Air the restaurant and ensure that the station is clean. Receive, greet, and seat guests. Present wine-lists and menu cards and take orders. Serve food and beverage by the standards of the restaurant. Upsell food and beverage. Present the bills and receive payment correctly. Supervises:-Assistant Waiters, Busboys and Trainees Job Title:- Restaurant Hostess Reports To:- Senior Captain Restaurant Manager Job Summary: To receive and record table reservations requested for the restaurant. To extend warm and courteous welcome and hospitality to guests visiting the restaurant and allot them a table. Duties and Responsibilities:- Collect the restaurant reservation register from the overnight caretaker and mail from Food and Beverage Office Receive and post table reservations in the register ensuring equity of load between stations. Clean and arrange the hostess desk and menus cards. Attend briefings before the restaurant opening. Attend to all telephone calls of the restaurant in the shift. Receive guests and lead them to their reserved tables. Handout Wine Lists/Menu Cards to the guests. Take orders from guests if required. Provide guests with hotel information. Go to the guest and enquire whether the food and service is upto their satisfaction. Handle any complaints Wish every guest when leaving and invite them to come again. Record the names of guests in the daily cover register. Page guests If phone calls or messages come for them. Maintain guest history Job Title:-Wine Butler (Sommelier) Reports To:- Senior Captain Restaurant Manager Job Summary: To present and serve wine and spirits to guests as per the standards of the establishment Duties and Responsibilities Requisition the wines and spirits from the bar. Display wines and spirits on the trolley. Stock the trolley with the accessories Present trolley to the seated guests and upsell the wines and Prepare and sen/e ordered beverages as per international Replenish orders and remember guest preferences. Raise Order Tickets for the cashier.

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