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Job Title: Seasonal Food & Beverage Assistant

Reports to: Food & Beverage Duty Manager

Main Purpose

To provide an efficient food and beverage service, ensuring customer service standards are delivered and maintained at all times.

Key Accountabilities

- To project a smart efficient image at all times, and adhere to the Trust's policy on grooming and uniform.
- A high standard of customer awareness and a friendly attitude is assumed by staff at all times to guests and colleagues.
- To deliver quality service to customers at all times, ensuring that the departmental order of service is strictly adhered to.
- Guest's food and beverage orders are promptly taken and orders are placed accurately to ensure an efficient delivery will be provided from the kitchen and bar.
- Setting up, clearing and a prompt turn-around of all tables after use
- Adhering to correct portion sizes and accompaniments to ensure customer's expectations are met every time.
- Preparation of all back of house service points with regard to expected numbers for breakfast, lunch or dinner requirements.
- Adherence to the Trust's Health and Safety and hygiene policies and procedures.
- Cleaning and housekeeping duties.
- To handle cash following agreed procedures.
- To be involved in preparation for functions.
- To provide service duties at tournaments and functions.
- Undertake any other duties as directed by the Duty Manager, Food and Beverage Manager or appointed assistant.
- Attend training courses as directed.

Knowledge and experience required

- Experience of working in a similar position (desirable).
- Accurate and efficient cash handling (essential).
- Health and hygiene certificate (desirable).

Personal qualities

- Courteous and pleasant attitude towards colleagues, other Links Staff customers and visitors.
- Good communication skills.
- Excellent interpersonal skills.
- Ability to work under pressure.
- Ability to work as part of a team and as an individual.
- Self-motivated, projecting a positive approach to work.
- Attention to detail.
- Flexible approach to work.
- Positive attitude to change.