

# THE KILLARNEY PARK

## **Job Description: Food & Beverage Personnel**

**Position:** Food & Beverage Personnel

**Department:** Food & Beverage

**Reports to:** Food & Beverage Manager / Supervisor

### **Overview:**

As a Food & Beverage Personnel at The Killarney Park Hotel, you will be responsible for providing excellent customer service in our dining areas, including the restaurant, bar, and other food and beverage outlets. Your role will contribute to delivering a high standard of food and beverage service, ensuring that all guests enjoy a memorable experience during their visit.

### **Key Responsibilities:**

- Greet guests in a friendly, welcoming manner and escort them to their tables.
- Take food and beverage orders from guests accurately and efficiently, ensuring attention to detail.
- Serve food and beverages to guests, ensuring proper presentation and adherence to service standards.
- Provide menu information and offer recommendations based on guest preferences.
- Maintain a clean and organized work environment, including the dining area, service stations, and bar area.
- Ensure that all table settings are correct and prepared before guests arrive.
- Monitor guest satisfaction, checking in regularly to ensure their needs are met.
- Assist with clearing tables and resetting for new guests in a timely manner.
- Process guest payments accurately, including cash and card transactions, and handle receipts appropriately.
- Follow all food and beverage safety and hygiene standards, including proper food handling and storage procedures.
- Support the kitchen and bar teams by ensuring smooth coordination of orders and timely delivery of food and beverages.
- Address any guest complaints or concerns in a professional manner, escalating to supervisors or management when necessary.
- Help with set-ups and preparation for special events, banquets, and functions.
- Assist with inventory management by ensuring the stock levels in the service area are kept up-to-date.
- Contribute to a team-oriented environment by supporting colleagues and maintaining a positive attitude.
- Ensure compliance with all relevant health and safety regulations.

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**Working Hours:**

As per the schedule provided, which may include evenings, weekends, and public holidays, depending on operational requirements.

**Working Conditions:**

This role involves working in a busy, fast-paced environment with the requirement to be on your feet for extended periods. You will need to carry out tasks involving walking, standing, bending, and lifting.

**About The Killarney Park Hotel:**

The Killarney Park Hotel is a 5-star luxury hotel known for its high standards of service and hospitality. As a member of our Food & Beverage team, you will play a key role in upholding the hotel's reputation for excellence, providing guests with an outstanding dining experience in a warm and welcoming environment.

