



**JOB TITLE** Food & Beverage Associate

**EMPLOYMENT CLASSIFICATION** Exempt

**LOCATION** TOURISTS

**Reporting Relationship**

Reports Directly to: Director of Operations

**Job Description Summary**

TOURISTS' goal in all positions is to exceed the expectations of our guests. The Food & Beverage (F&B) team consists of Barista (AM/Midday shifts), Bartender (Midday/Evening shifts) and Server (all shifts) staff. This includes taking orders, relaying to kitchen for food service fulfillment, executing beverage orders, serving food and cleaning tables, room service delivery.

This is a very visible position. All TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. Furthermore, the F&B Team must develop and maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners. Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position.

**Essential Functions and Accountabilities**

1. F&B Operations

- Comply to shift checklists and Standard Operating Procedures (SOPs)
- Oversee all food and drink service
  - Greet guests warmly as they approach counter and provide descriptions of the menu offerings
  - Take and place orders in an efficient manner, relaying special requests as needed with orders
  - Maintain open communications with Kitchen on food orders to ensure timely delivery of executed plates to guests
  - Execute drink orders in accordance with guests' orders
  - Meet and exceed guests' expectation by anticipating the services they might require
  - Make timely deliveries of Room Service orders
  - Communicate any delays in service to guests
- Ensure immediate response is given to any and all guest comments and concerns

- Maintain accurate log of concerns and resolution
- Inform immediate supervisor of concerns
- Assist in implementing corrective measure when necessary
- Assist Front Desk staff as needed
  - Assistance with answering phones, taking a reservation and answering caller's inquiries
  - Assistance with guest check-on and check-out
- Maintain a high level of cleanliness and safety in the work area
- Practice safety with all equipment to ensure safe working conditions

## 2. Personal Performance Standards

- Ensure open lines of communication with staff, all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
- Attend all relevant meetings and maintain meeting notes
- Create a respectful and safe work environment
- Keep abreast of safety and emergency procedures and OSHA requirements

3. Act as the person of contact for all guest complaints and concerns and ensure they are escalated to upper management

## **Education & Experience**

1. Two (2) years related experience in hospitality or service industry
2. High School diploma or General Education Degree (GED)

## **Competencies**

1. Must be able to speak, read, write and understand the primary language(s) of the workplace (English)
2. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
3. Guest service
4. Attention to detail
5. Ability to understand computer programs (i.e. Point of Sale system)

## **Security/Confidentiality**

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information. Ensure all financial and employee data is secure and confidentiality of data and related information is maintained.

## **Working Conditions/Environment**

1. The noise level in the work environment is usually moderate
2. The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
3. The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day

4. This position requires handling of hot beverages and delivery of trays with hot food/beverages.

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

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