

Food & Beverage Team Member

Brand	Holiday Inn	Salary Range	On application
Contract	Zero hour, based on needs of the business	Work location	Liverpool Lime Street
Supports	Food & Beverage Team	Reports to	Food and Beverage Manager
Closing Date	15 th February 2019	Additional information	Primarily late shifts, though flexibility required

What you'll be doing!

As Food & Beverage Team Member, you will be working within both Open Lobby and Banqueting areas of the hotel. Within Open Lobby, you will be providing exceptional service to our guests in all areas, ensuring the highest levels of service and engagement are met. You are here to make guests smile with your personality, professionalism and passion to exceed.

The role can involve unsociable hours and long hours in fact, but the rewards of seeing guests happy and working with our team will be what inspires you to do this role.

Who You'll Be working for!

Holiday Inn Liverpool City Centre is located in the heart of Liverpool with access to all areas of the city only a short walk away, whether it is Music, Bars, Restaurants or Museums and Culture, we have it all!

At Holiday Inn Liverpool we provide a friendly, relaxed and welcoming atmosphere with an enthusiastic, caring and passionate team. We thrive on providing fantastic customer service and ensuring our guests stays are amazing. This is where you come in! Can you wow our guests? If so, this could be role for you.

The hotel is modern throughout and provides a variety of services ranging from Food & Beverage to Conferences, Private parties or Functions as well as high spec accommodation.

The Hotel has a family feel and a real sense of togetherness when looking to achieve our goals.

Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique we deliver the brand with Centre Island Values. All our employees are engaged, enthusiastic who have Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

What we offer you!

- 28 Days Holiday pro rated increasing to 33 days after your 5th year of Service
- Worldwide benefits programme for reduced price rooms & food and Beverage in IHG hotels
- In house rewards and recognition program
- Long Service Awards
- Uniform provided
- Career progression opportunities

Job Profile

Main Duties and Responsibilities:

1. Working to Brand Standards and Departmental Standards to deliver exceptional service.
2. Ensuring set up, preparation and close down procedures are adhered to.
3. Learn sufficient product knowledge to be able to complete role with confidence.
4. Be multi-skilled over all areas of Food and Beverage
5. Work within licensing laws when serving alcohol
6. Support other departments to create cohesion between all areas
7. Assisting manager to ensure all targets and metrics are achieved
8. Upholding food hygiene standards within food and beverage areas

Additional duties & responsibilities may be required in this role.