

JOB DESCRIPTION

Position: Food and Beverage, Attendant

Reports to: Team Leader, Restaurant

Department: Food and Beverage

Subordinates:

Job Summary:

To provide quality of food and beverage service that is consistent with SOP at all times

Main Duties and Responsibilities:

- To ensure that all colleagues activities adhere to and support the Atlantis Quality Standards
- Provides a link between kitchen and service areas
- Provides table and/or counter service of alcoholic/non-alcoholic beverages
- Updates food and beverages knowledge required to carry out duties
- Provides advice on food and beverage to guests
- Receives and stores food and beverage adhering to all food hygiene regulations and procedures
- Consistently monitors quality of food and beverage being served and report to the supervisor or assistant outlet manager
- Actively uses up-selling techniques to exceed guests' expectations and increase revenue

Competency Requirements:

High Importance

Essential to position & to executing job responsibilities

Personal Skills

1. Sincere

- Shows integrity in all his/her dealings with others
- Is open to constructive criticism and comfortable to admit mistakes
- Delivers consistent messages on all fronts and to all parties
- Values honesty and integrity, truthful and ethical in all dealings

2. Dependability

- Stands by his/her commitments and follows through to completion
- Can be relied upon to complete tasks given
- Will alert subordinates, peers and managers if he/she is unable to honor commitment
- Delivers consistent work

3. Self Development

- Proactively seeks out to improve and add new skills: identifies the areas of development and creates a plan
- Take opportunity of training opportunities
- Seeks out mentor opportunities and proactively asks for feedback from others

Interpersonal Skills

4. Team Player

- Is observant of the team setting and plays his/her role as needed
- Shares ideas for improvement for the overall good of the team
- Is open to other peoples' ideas and suggestions, i.e. is adaptable
- In a team setting: allows others to finish their work and take responsibility for their tasks, does not try to impose his/her own approach
- Addresses conflict in the group as it arises, does not shy away from issues
- Challenges team direction and beliefs
- Is an active participant in the team, does not sit back and wait for instruction or direction.

5. Customer Focused

- Understands that different customer needs
- internal customers, superiors, peers, subordinates and external customers
- each play an important role
- Anticipates the needs and expectations of all user groups and exceeds whenever possible: under-promises and over-delivers
- Treats customers with respect (internal and external)
- Builds rapport, credibility and trust with customers
- Strives to add value to product offerings and service: delivers the unexpected
- Feels a sense of obligation to others to deliver on the promise and performs well
- Responds to customers' requests promptly and manages their expectations
- Searches for feedback from customers and follows-up to completion
- Is honest and open to his/her customers and acts in their best interest [when you can't deliver what you promised, say so; when you feel your product offering is not what they ultimately need, say so: honesty pays off. The same applies to your internal customers, in particular to your subordinates: always be honest and manage their expectations]

6. Self Aware

- Is aware of other peoples' needs: his/her managers, peers, staff and customers
- Is astute and self-aware in his/her setting – understands how his/her actions and behavior can influence and affect others
- Understands his/her personal strengths, weaknesses and limits and seeks help if needed
- Seeks feedback and encourages constructive criticism and does not act defensive

7. Build Relationships

- Is aware of his/her own interactive style and how it affects others
- Builds good relationships with managers, peers, subordinates and customers
- Develops and demonstrates trust, shows kindness, care and honesty to those he/she works with to build a strong relationship and one that can more easily deal with conflict
- Quickly finds common ground

- Adapts interaction style to integrate with others
- Solves issues with others with minimum disruptions: reduces incidences and interpersonal issues
- Encourages collaboration
- Addresses interpersonal issues/ miscommunications
- Shows empathy

Key Success Factors:

- Strong interpersonal skills
- Organizational skills
- Strong administrative abilities
- Ability to have a strong customer focus
- Leadership abilities
- Strong communication skills

Potential Career Path:

To

Core Values:

- Blow Away the Customer
- Develop Passionate & Committed People
- Continuously Striving for Perfection
- Sustainable Bottom Line Performance

I have read and understand the duties required of me and will adhere to and perform them as required.

Signature:

Date:

Witness:
