



Job Title: Food & Beverage Assistant
Reporting to: Food & Beverage Supervisor

Bluestone is searching for enthusiastic, friendly and committed individuals to join our Food & Beverage team. Great short and long-term opportunities, as well as full and part time roles, available. Apply Today!

PRINCIPAL PURPOSE OF ROLE:

To assist in the day to day running of Bluestone's catering outlets, ensuring that high standards are achieved both in the provision of food served and the customer service experience of the guest.

BLUESTONE BENEFITS:

- Employee Discounts, including discounted stays for family and friends and on food and drink whilst on resort
- Employee rewards points
- Kids Camp (onsite subsidised childcare within the school holidays)
- Wellbeing programme: lovely Wellbeing Advisor, Mental Health First Aiders in each department and Discounted gym memberships
- Departmental rewards and incentives
- Share Incentive Plan after a year's service
- Holiday entitlement, Company Sick Pay and employer pension contributions
- Gain qualifications while you work and great career progression opportunities including leadership training

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER

- Excellent personal presentation
- Positive "can-do" attitude and willingness to learn and take on board new skills
- Strong customer service skills with an awareness of your impact on the customer experience
- Able to work in a team and strong communication skills with customers, managers and team
- Flexible, committed and punctual
- Able to stay calm and friendly to customers and staff whilst under pressure in a busy environment
- Keen to contribute to the development of the F&B department and the Bluestone offering as a whole



KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)

Specific:

- To provide a high standard of customer care, delivering agreed standards of service to Bluestone guests
- To take guest orders, operate the till and handle transactions
- Serving food and beverages to agreed standards
- To ensure that front of house areas are kept immaculately clean and uncluttered at all times
- To ensure that Food Safety Procedures and SOPs are followed
- To promote other products to customers in an efficient and friendly manner, including other activities and services available on site.
- To use an EPOS till, including handling of credit/debit cards, and our Guest Ledger system
- To attend and complete training courses as required.
- To maintain excellent product knowledge, competently answer any guest queries and be able to promote available products/activities
- Understand and follow Bluestone's Health and Safety Policy and Emergency and Fire Procedures

EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential:

- Experience of (or ability to) operating an electronic till
- Ability to work unsupervised/to use own initiative

Desirable:

- Experience of working within a customer service environment
- Completion of (or willingness to complete) Food Safety Level 2