

Job Description

Job Title: Trainee
Department: Food and Beverage

SUMMARY

Serves guests in a courteous and prompt manner to ensure guest satisfaction, performs food and beverage service and set-ups according to established standard, coordinates and executes daily work assignments as assigned by Captain/Shift Leader by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Works and completes assigned tasks with optimum efficiency with colleagues.
2. Interacts closely with stewards, barmen and cleaners for effectiveness.
3. Must be familiarize with all hotel policies and procedures in reference to training, safety and security.
4. Maintain regular support to the kitchen staff, Service Attendant I and captains.
5. Responsible for the execution of food service.
6. Maintenance of tables at all times.
7. Provide service to all guests in accordance to established standards of quality.
8. Always attentive to guest needs and complaints and take necessary action to ensure guests' satisfaction within the parameters of the authority of the position.
9. Must be familiar with all F & B service procedures.
10. Ensure that all operating supplies and equipment are spotless, clean and well maintained.
11. Use proper procedures before, during and after serving food and beverage to guests in accordance to required standards.
12. Participate with positive approach towards training and daily briefing.
13. Ensure proper usage of operating supplies and equipment to reduce misuse and breakage.
14. Responsible for efficient food execution from the kitchen.
15. Assist in keeping the back of the house clean and organized as designated by the shift leader.
16. Relate all guest comments to manager or shift leader and provide appropriate comments to guests as they leave.