



Food and Beverage Assistant - Bars

If you have a passion for exceptional guest service in either a Front of House or Guest Services capacity, then this is the job for you.

About us:

We have an exciting opportunity that offers plenty of scope to develop a successful career in hospitality supporting the following three **Nottingham Venues** properties:

Set in 330 acres of the University of Nottingham's landscaped parkland **Orchard Hotel** is a stylish, award winning, eco-friendly hotel. With 202 bedrooms, a variety of meeting rooms, brasserie restaurant, bar and terrace. (Please note that this will be the primary location of this role).

East Midlands Conference Centre has recently completed a £2.1m refurbishment, sited adjacent to the Orchard Hotel, providing events for up to 1000 delegates.

Set within 65 acres of lakeside grounds, close to Nottingham city Centre, **Jubilee Hotel and Conferences** offers an innovative setting for events, along with all the comforts of a 100 bedroom modern hotel.

Main purpose of the role:

Our Food and Beverage offering is an integral part of our guest's experience. Exceptional customer service, an intuitive approach with customers and an eye for details is therefore a must.

Reporting to Food & Beverage Management Team, you will assist the Conferencing as well as Restaurant and Bar team in the effective and efficient operation of the Bar areas, maintaining the agreed high standards of performance, helping to create memorable guest experiences.

The ideal Candidate:

With at least 2 years' experience in a similar role in a high-volume restaurant and bar environment, you will have the ability to provide friendly, courteous, and professional service to all internal and external guests, at all times.

You will be:

- Customer service oriented with an outgoing, upbeat, and professional personality
- Have excellent verbal and written communication skills
- A team player but can work independently if needed
- Confident in cash handling and POS
- Able to apply common sense, define problems, collect data, and notify management when necessary.
- Able to successfully re-prioritize tasks at a moment's notice

Benefits

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both yourself and family and friends in our hotels and restaurant
- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.