

## JOB DESCRIPTION

**Job Title:** F&B Attendant

**Department:** Food & Beverage

**Location:** Type location

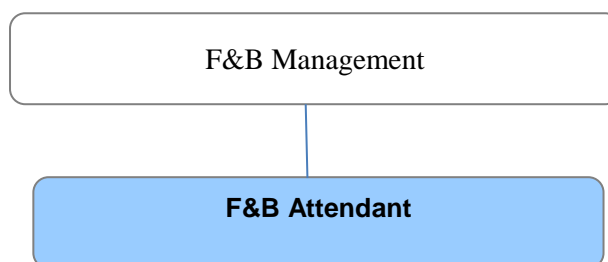
**Date Created:** November 2016

**Date Revised:** Type date

### Job Purpose

- Behaves and acts in an exemplary fashion, embodying the brand mindset
- Welcomes guests and provides a high standard of service in the F&B point of sale or meeting rooms (co-meeting offer)
- Contributes globally to guest satisfaction through the quality of his/her work and exemplary behaviour

### Reporting Lines



### Primary Responsibilities

#### 1- Customer relations

- Provides a friendly and personalised welcome for guests
- Offers attentive service and adapts to any constraints guests may have
- Heeds any remarks made by guests and ensures follow-up
- Establishes good relations with guests, offering advice and fostering customer loyalty

#### 2- Professional techniques/ Production

- Completes the following tasks:
  - Prepares the point of sale and preparation areas
  - Welcomes guests and provides waiter service
  - Cleans and tidies the restaurant and preparation areas after closing
- Before every workshift, finds out about dish composition and any shortages
- Organises his/her work to suit fluctuations in numbers, events and guests
- Ensures the equipment used remains in good condition

## JOB DESCRIPTION

**Job Title:** F&B Attendant

**Department:** Food & Beverage

**Location:** Type location

**Date Created:** November 2016

**Date Revised:** Type date

### 3- Team management and cross-departmental responsibilities

- Communicates and cooperates closely with other hotel department (kitchens, bars, lobby, banquet etc.)

### 4- Commercial/ Sales

- Is attentive to and respects guest's needs
- Helps increase customer loyalty through quality of service
- Conveys an attitude in tune with the brand, contributing to the friendly atmosphere of the restaurant and dining rooms
- Recommends and promotes the F&B and bar offers. In a wider context, is familiar with the hotel's services and latest offers

### 5- Management and Administration

- Takes part in meeting the department's targets by respecting the procedures the procedures and internal audits applicable in the hotel
- Ensure hotel assets are well operated and minimized breakages
- Maybe asked to help with inventories

### 6- Hygiene/ Personal safety/ Environment

- Ensures that the workplace remains clean and tidy and the safety of consumable goods by always respecting HACCP regulations
- Respects the instructions and safety guidelines for the equipment used
- Applies the hotel's security regulations (in case of fire etc.)
- Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc.)

## Profile

### Education / Professional experience

- Vocational certificate or diploma in F&B and/or anyone eager to work in the sector regardless of their educational background, pending validation of their skills and motivation
- Languages: fluent in the national language, business English

### Skills/ Qualities

***Pullman, in style upscale hotels connecting performance with enjoyment**  
Pullman Hotels & Resorts strike the perfect balance for a new generation of hyper-connected and sophisticated travelers. Whether connecting performance and enjoyment,*

## JOB DESCRIPTION

**Job Title:** F&B Attendant

**Department:** Food & Beverage

**Location:** Type location

**Date Created:** November 2016

**Date Revised:** Type date

---

*efficiency and well-being, business and leisure – it's always patently Pullman.*

*Our spirit of service, to be in-tune with our brand promise, is supported by 3 strong characteristics: **Drive, Open-mindedness, Forward-thinking***

I, \_\_\_\_\_ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Connector Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_