

JOB DESCRIPTION

TITLE : Senior Guest Service Associate
DEPARTMENT : Food & Beverage
REPORTSTO : Restaurant Manager

General Responsibilities:

- Greets and assist in seating the guests.
- Answer all telephone calls within 3 rings.
- Responds to calls with a smile using the standard phraseology.
- Ensure to acknowledge a written handover from the previous shift.
- Follows immaculate grooming standards in line with the resort's grooming policy.
- Escorts the guest to their table and in case the restaurant hostess is assisting other guests.
- Should be well versed of the departmental BRISOP (*Brand Rosetta Integrated Standard Operating Protocols*)

Specific Responsibilities:

- Prepares for service by ensuring:
 - ✓ Restaurant/Bar is set-up 15 minutes before the time of opening.
 - ✓ Operational equipment is clean and stacked properly.
 - ✓ Glassware, flatware is polished, chinaware is clean.
 - ✓ Side stations are well prepared for service.
 - ✓ The buffet is well presented and ready with service cutleries before time.
 - ✓ Tables are set as per the reservations and special occasions if any.
 - ✓ Music & Lighting is on, Outlet is ready for service and ensure guest comfort.
- Carries out effective service by ensuring:
 - ✓ Guests are greeted and seated, daily specials are explained and upsold.
 - ✓ Food orders are processed accurately.
 - ✓ Food orders are taken following the principle of suggestive/up-selling.
 - ✓ Payment methods are handled accurately.
 - ✓ Bar and other working areas are cleaned and re-set quickly.
 - ✓ Guests are conversed with relates to the food and beverage orders.
- Carries out effective beverage service by ensuring:
 - ✓ Beverages are upsold and regularly replenished, abiding by responsible alcohol service regulations.
 - ✓ Converse with guests about wine, advising the types and styles of wine, taking wine orders and serving wine.
 - ✓ Coffee and tea are served hot and following BRISOP.
- Maintain detailed knowledge of the food and beverage menus, including daily specials.
- Possesses good product knowledge including types of rooms, resorts facilities, restaurant operational hours, special functions and events held at the resort.
- Assist in offering buffet orientation to the guests and visiting the restaurant for the first time.

- Assist in serving food and beverage items, clearing dirty dishes, replenishing silverware, refilling glasses, completing financial transactions, etc.
- Attends and participates in daily briefings and other departmental meetings as per schedule.
- Attends and participates in training sessions as per the departmental training scheduled.
- Communicates operational difficulties, positive, constructive guest feedback and other relevant information with the Manager.
- Assist Kitchen Stewarding and Finance in carrying out the scheduled inventories of operating equipment for the Outlet.
- Print closing report and drop the cash with the front office/accounts department.
- Tally the Credit Card settlements for the day with the batch closing report from the EDC machine.
- Close the shift on the POS terminal (cash closing).
- Should be aware of the financial budget and goals of the department.
- Responsible for maintenance and cleanliness of the Bar and Beverage trolley.
- Responsible for achieving a score of 90% in Guest Satisfaction Index audit for the restaurant/bar/banquet operations and follows the plan of action on the shortcomings shared by the management.
- Carry out any reasonable duties as instructed by the Restaurant/Bar/Banquet Manager.

JOB SPECIFICATION

<u>Experience, Knowledge & Skills</u>	<u>Disposition /Personality</u>
Minimum 2 years' experience	Flair for interacting with people
Great Interpersonal skills	Pleasant, determined and enthusiastic
Excellent communication & telephonic skills	Team Player with a good eye for detail
Able to communicate with the guests and anticipates their needs	Quick Learner and self-motivated
Possess excellent food and beverage menu knowledge	Ability to perform effectively when there are pressure peaks

We expect all our associates to work in harmony and cohesion with other departments as well as colleagues from other group companies.

The organization shall reserve the right to depute your services between departments and between group companies. The Human Resource's team shall at all points be sensitive towards your aspirations and endeavor to manage your skills and aptitude in accordance to them.

Name	
Signature	
Position	
Date	

Signature

I have read/reviewed and have asked any questions necessary to understand the contents.
