



DOOLITTLE'S restaurant + bar

JOB DESCRIPTION

F&B Host – Job Description

Summary of Responsibilities:

Reporting to the Food & Beverage Manager through Restaurant Supervisors, the Assistant Restaurant Manager and F&B Administrator, responsibilities and essential job functions include but are not limited to the following:

- Provide timely, personalized, friendly and efficient food and beverage service to the Guests
- Serve, refresh, clear and re-set tables in a timely manner, while adhering to Doolittle's restaurant + bar's Service Essentials
- Make recommendations through suggestive selling techniques at all appropriate times
- Take food & beverage orders with accuracy following Doolittle's restaurant + bar's Service Essentials
- Ensure that overall cleanliness and maintenance of the restaurants exceeds expectations
- Maintain work section in an orderly and timely manner (clearing tables, refreshing beverages, removing unnecessary items)
- Complete side duties in timely manner (open and closing duties are completed on time, side stations properly stocked)
- Takes proper measures to ensure Guests' checks are presented and submitted to the Cashier in a timely manner and that voids, staff and group billing is properly identified
- Assist coworkers in daily tasks as required (cross-training and bi-lateral job duties)
- Bring any concerns to the attention of the Supervisor/Manager on duty (related to internal or external Guests, food or service quality, operation of the restaurant, physical surroundings)
- Actively participate in Doolittle's restaurant + bar environmental and department specific initiatives in working towards sustainable operations (electricity/water usage, excessive garbage)
- To be health & safety conscious and actively involved in maintaining a safe work environment
- Complies with Doolittle's restaurant + bar's policies, procedures and code of ethics
- Performs any and all other tasks assigned by management
- Upholds the highest standard of internal and external Guest service at all times

Qualifications:

- Saint Lucia Bureau of Standards Food Safety certificate recommended, but not mandatory
- Valid Health Card mandatory and maintained
- Must have minimum 2 years' serving experience in a hotel or resort, a 4-diamond property would be an asset
- Must be of legal age to serve alcohol (18)
- Must have experience working with Point of Sales systems
- Must have thorough working knowledge of wines, rums, scotches, ports and liqueurs
- Must be professional, personable and well-presented
- Must be a team player committed to Guest service excellence

- Must have exceptional organizational skills and be detail oriented
- Must have excellent communication and interpersonal skills
- Previous bartending experience is beneficial
- Tertiary/higher education in Hospitality or Tourism an asset
- Able to work shift work including weekends, evenings and holidays

Physical Aspects of Position (include but are not limited to):

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 10 kilograms
- Frequent ascending or descending stairs/ramps/ladders
- Frequent kneeling, pushing, pulling, lifting

Assertion of knowledge of Doolittle's restaurant + bar's Mission, Values, Standards and Service Essentials including AAA 4-Diamond Standards

I, _____, hereby confirm by signing below that I am fully aware of Doolittle's restaurant + bar's Mission, Values, Standards and Service Essentials including AAA 4-Diamond Standards pertaining to me as a Server.

I also understand that Doolittle's restaurant + bar's Standards and AAA 4-Diamond Standards are used to measure my performance as a Server and that by failure to follow these Standards during each shift I work in Doolittle's restaurant + bar will result in Corrective Progressive Action by my management team.

If I am unsure of any of the above mentioned, by signing below I acknowledge that I will seek by any means possible more detail and instruction/training regarding the questioned Standards.

By signing below, I pledge to energetically work using Doolittle's restaurant + bar's Mission, Values, Standards and Service Promises as well as AAA 4-Diamond Standards always.

Signature of Employee: _____

Date: _____

Leader's Initials: _____