

## **Position description FOOD & BEVERAGE SERVER**

Reports To: Food & Beverage Manager

### **Context:**

Sunningdale Golf Club was founded in 1900 and comprises a Clubhouse, a pro - shop, two 18-hole Championship courses and a large expanse of heathland that is designated a SSSI and SPA.

The Club has approximately 1,000 Members and also welcomes visitor play.

There are around 50 full-time staff with additional seasonal staff.

Sunningdale Golf Club aspires to world class standards and operates to the Investors in People Gold Standard.

### **Values and Behaviours:**

Employees are expected to act professionally at all times and in accordance with the standards of behaviour and code of conduct outlined in the staff handbook and below.

The Sunningdale departmental teams are committed to working together to achieve Sunningdale's aims and objectives. It is an organisation that aspires to excellence through working and communicating efficiently as a team. A core value is integrity and team members treat each other considerately according to the published Sunningdale Values, which include environmental and social responsibility.

### **Working Relationships:**

- Head Chef
- Restaurant Manager
- Bars Manager
- Events & Reservations Manager

### **Principle Purpose of Position:**

- To ensure that the Club's Dining Facilities are presented ready for service in accordance with the daily Events Sheets and to the standard required by the Club.
- Welcome Members, their guests and visitors and provide with all drinks and food as required in a professional and courteous manner, according to the standards set by the Club.

### **Location:**

- The Clubhouse, Half Way House & any other Club catering location.

### **Key Responsibilities:**

- Achieve through training a quality dining and hospitality service within all of the Club's food & beverage facilities.
- To follow all Health & Safety at Work & Food Hygiene Regulations.

### **Key Tasks:**

#### **Preparation & Administration:**

- Taking accurate reservations for dining
- Ensuring that daily events sheets are followed
- Setup dining facilities as requested by the Restaurant Manager or Food & Beverage Manager
- Setup and breakdown of function rooms for events
- Ensure all equipment is cleaned/polished ready for service
- Production of rosters and menus
- By inspection ensure that the layout of all dining areas is of the desired standard.
- Ensure that all dining and work areas are left at the end of service to the standard required by the Club.

#### **Service**

- To serve food and drink in the Members Bar, Critchley Room, Championship Room, Dining Room, Terrace Dining Room, Terrace and Halfway House
- Ensure that drinks are served in the correct measures as directed in the tariff
- Help/control and manage the Club's dining facilities throughout service
- Ensure that all food and drinks served are recorded through the EPOS tills and that the correct monies are collected; correct change given, and/or that the Members swipe card is obtained in order to post the transaction
- Cash up the EPOS tills after service. To place all takings and floats under lock and key after service
- Completion of a daily dining sheets throughout the day
- To bring to the attention of the relevant Manager without delay and problems regarding the Clubhouse in general.
- Assist in all other departments when and where needed

#### **Health & Hygiene Compliance**

- Cleaning of equipment after use to the required standard
- To be aware of Health & Safety at Work and Hygiene regulations and report any irregularities to the Restaurant Manager
- To practise good personal hygiene and cleanliness and comply with the Club's Policy
- To ensure personal protective equipment and uniforms are maintained to the standard required
- To maintain a high level of personal appearance

- To carry out any reasonable tasks set by the Restaurant Manager, Food & Beverage Manager, General Manager or Secretary

### **Training & Policy**

- To assist with the implementation of a training and development programme with the Restaurants Manager
- To attend relevant training
- To ensure good working relationships with food & beverage personnel and with all other departments
- To implement daily work programmes as devised and instructed by the Restaurant Manager
- To participate in regular Personal Performance Reviews according to the policy of the Club
- Identify a programme of personal training and development
- To support and promote all environmental policies and recycling of materials

### **Liaison:**

- General Manager in respect of all aspects of the daily operation of the Club and courses
- General Manager in respect of all health and safety policy matters
- Golf Reservations Manager regarding a weekly schedule of groups, competitions and event
- Head Chef regarding all aspects of staff meals and kitchen cleaning
- Restaurants Manager in respect of Dining & service
- Bars Manager in respect of bar menu & service
- Administration Manager regarding any HR matters

### **Personal Profile:**

**Qualifications:** NVQ 2 in Hospitality Service (preferred)

**Experience:** Minimum of 2 years catering experience

**Personal:** Able to communicate with all team members, Members and guests