



# F&B Attendant (พนักงานเสิร์ฟ)

## Principal Accountabilities

- To assist restaurant captain/supervisor to service food & beverage to hotel and local guests efficiently and courteous manner to obtain maximum guest satisfaction and in accordance with established procedures and standards.
- To provide the service rendered to clients and make sure of its high standard and management rulings.
- To strive to increase sales and push the sales of stagnant restaurant menu items.
- To accept guest's complaints, be a good listener, solve such complaints in the most diplomatic way and report to the management.
- To cooperate with the kitchen and F&B staff in order to obtain a fine presentation of food and beverage to revert unnecessary delay of service.
- To deliver all items as requisitioned from the store to his/her outlet and correct quantity and sound state when instructed by his/her immediate superior.
- To lay up tables, side stations, buffets and displays; following the instructions of his/her supervisor and according to the Management ruling. To clean all table tops before laying up plate mat (if yes), to clean all seating furniture if needed or when an emergency arises.
- To make sure that all drinks and food dishes are according to restaurant menu and list, properly presented, be of hot/iced temperature, as per logical conclusion, before being served.

## Qualifications

- Bachelor Degree in related field
- Minimum 2-3 years in similar position in international hotels
- Strong administrative skills, along with excellent communication and negotiation skills
- Detailed knowledge of working practices of Restaurant and bar3
- Computer literate
- Good health, mature and pleasant personality and neat appearance
- Able to cope with pressure.