

# Jannah Hotels & Resorts Job Description



<b>Job Title:</b>	<b>F&amp;B Karim</b>
<b>Department:</b>	<b>Food &amp; Beverage</b>
<b>Reports To:</b>	<b>F&amp;B Manager</b>
<b>Responsibility Level:</b>	<b>Staff</b>

## Why This Position Exists

- To serve the needs of the business, our guests and our colleagues by prompt and courteous service delivery to all guests, as a Hospitality Ambassador for the hotel.
- All members of the Food & Beverage Department are responsible for ensuring that visitors to the hotel are delighted by the quality, creativity and variety of our food and beverage offerings. Within that, the server is one of the most important positions for influencing guest satisfaction. It is crucial that all associates extend service in a professional, friendly, courteous, efficient and timely fashion.
- At Jannah, we are proud to represent our hotel and our country to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all.

## Key Duties and Responsibilities

Please note that this is not an exhaustive list of everything that needs to be done. Jannah employees always find new ways to look after the business, their guests, and their colleagues. Within this, the key responsibilities for this position are:

- To work as a team with colleagues in all departments, to ensure timely service and a smooth running operation.
- To understand and adhere to all hotel policies and Standard Operating Procedures with regard to guest service, how to run the operation, and personal discipline and grooming.
- Check out with your Supervisor before leaving your station or the floor for any reason
- To have a full knowledge of the services and facilities provided by the hotel in order to answer any questions the guests may have.
- Follow all safety policies to ensure a safe work area
- Follow all reasonable work-related requests made by a Manager or Supervisor which may be outside your normal job activities, to achieve complete guest satisfaction and service throughout the Hotel
- Maintain your station in accordance with standards at all times
- Develop a complete knowledge of menus
- Learn and correctly use the Point of Sale equipment and follow procedures

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- To maintain strict security measures when entering guest rooms, to maintain the privacy rights of our guests.
- Actively participate in all training meetings, to continually develop professional skills and increase guest satisfaction.
- Check corridors for trays when returning from taking orders (Room Service)
- Clean and break down trays in dish area, watching for condiments, salt, pepper, sugars, salt & pepper, etc.