

Food and Beverage Attendants

The Ageas Bowl is the iconic home of Hampshire Cricket, located on the outskirts of Southampton. The world-class venue, defined by its contemporary architecture, is set in 150 acres of landscaped grounds and is serviced by excellent transport links. The Ageas Bowl is a truly exceptional multi-purpose venue, capable of hosting events spanning from large regional exhibitions to intimate corporate breakfast meetings and almost any bespoke event in between.

We are looking for candidates who are passionate about customer service to join the BEEFY's restaurant team for either Breakfast Service or Dinner Service.

As a Food & Beverage Assistant you will be totally customer focused, consistently delivering excellent customer service with an informed, friendly and effective approach.

Job Outline:

- Ensure service standards are being adhered to at all times.
- Be part of a team, able to handle all positive and negative guest feedback and record both correctly.
- Actively consider prevention of any complaints.
- Understand and promote the product/menus.
- Work in line and have full understanding of weight and measures/licencing.
- Anticipate guests needs wherever possible and promote hospitality within the hotel, enhancing customer satisfaction.
- Undertake quality training and coaching in a systematic and professional manner.
- Undertake company and legal standards for cleanliness and maintain within the department.
- Be part of a team that is correctly uniformed in line with company standards and understand the importance of personal hygiene.
- Be punctual, polite, courteous and helpful to guests and colleagues at all times.
- Be fully conversant with the facilities, services and promotions offered by the hotel and whenever appropriate, offer this information to the guest.
- Be aware of responsibility for the security of the guest and hotel property.

Ideal Candidate:

- You need to have a customer service outlook.
- Able to work shifts including (week days, weekends, mornings and evenings).
- Knowledge of liquor licensing is an advantage.
- Previous experience in conference & Banqueting, Bar or restaurant is also an advantage.

These are casual shifts, so hours may vary dependant on the business needs.

Hotel Information

The Hilton at the Ageas Bowl is a fantastic new offering answering to a growing demand for upscale accommodation among both leisure and business travellers from within the UK and overseas. A hotel of choice for both the savvy business traveller who recognises and values true comfort, business convenience and assurance of quality and efficiency, as well as the leisure traveller who wants the combination of location, style and relaxation.

We offer 171 Guest Rooms including 7 Suites and a Presidential Suite, the first eforea spa in the south UK and the largest hotel meeting facility in the region for up to 700 delegates. An ideal venue and location with direct access to Southampton Airport, Southampton Cruise terminal and other leisure attractions.