

JOB DESCRIPTION

POSITION: Food and Beverage Captain
职位: 餐饮部领班
DEPARTMENT: Food & Beverage
部门: 餐饮部
REPORTS TO: Food and Beverage Supervisor
汇报给: 餐饮部主管

Responsibilities/主要工作职责

Core Competencies: 核心要求

- To maintain a high customer service focus by approaching your job with the customers always in mind.
在整个工作过程中，始终保持高度的客户服务意识。
- To have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both customers and colleagues.
保持积极的工作态度，做好本职工作，并且主动解决问题，能够始终清晰的与客人或同事进行交流。
- To be motivated and committed, approaching all tasks with enthusiasm and seizing opportunities to learn new skills or knowledge in order to improve your personal performance.
具有积极合作的精神，以极其热心的态度对待所有的工作，并且乐于借助一切机会学习新技能以便于改进自己的工作表现。
- To be flexible, responding quickly and positively to changing requirements including the performance.
具有极强的应变能力，反映迅速并以积极的态度面对要求的改变，包括任何工作要求的改变。
- To maintain high team focus by showing co-operation and support to colleagues in the pursuit of team goals.
具有极强的团队精神，通过合作及对同事工作的支持达到团队的目标。
- To contribute ideas and suggestions to enhance operational/environmental procedures in the Hotel.
能够提出对酒店的运作及环境有益的意见或建议。
- To actively promote the service and facilities of the Hilton Hotels to guests and suppliers of the hotel.
能够积极的向客人及供应商推荐酒店的服务及设施。
- To perform all duties and responsibilities in a manner that ensures your safety and that of others in your workplace.
在工作过程中能够做好本职工作，保证自己及其他人的安全。
- **Job Specific Competencies: 具体工作要求**
- **Product Knowledge 产品知识**
- To ensure that guest needs and requirements are appropriately addressed
特殊工作要求
- Confidently Knowing the food and beverage menu contents and be able to explain them in detail to guests
熟悉掌握菜单知识并可以自如的向客人做以介绍。
- Understand dietary requirements and offer appropriate suggestions.
理解健康食品，并可以向客人提出合理的建议。
- Be able to correctly label buffet dishes.
熟练正确的指出自助餐台上的食品。
- By keeping buffet areas clean at all times.
保证自助餐台的整洁。

- By completing JSC checklist in product knowledge.
达到JSC要求的产品知识水平。
- Be able to make suggestions on the menu that might suit guests of different nationalities.
根据客人的不同国籍，推荐菜单上食品。
- By knowing menu items of all other outlets to recommend guests to other outlets.
了解其他餐厅的菜肴，以便向客人推荐。
- Confidently knowing opening hours of all restaurants & Hotel outlets.
熟悉所有餐厅及饭店其他部门的营业时间。
- Being able to recommend other restaurants & city attractions to Hotel guests.
可以向客人推荐其他具有吸引力的餐厅或场所。
- **Preparing floor for Service服务准备工作**
- To ensure standards for service delivery are being attained..
确保各项工作达到服务标准要求。
- Undertake steps/process to ensure that all areas of the function rooms are set are set to the standards required for breakfast, lunch and dinner. This includes setting tables, setting the buffet, having all equipment ready for service and ensuring you have been briefed by your supervisor for the shifts activities.
遵守工作程序，确保餐厅根据早,中,晚餐的要求正确摆台，包括，摆台，自助餐台的准备工作，各种服务设备准备就绪。
- By ensuring everything is clean and tidy, ready for guests to enter the function room.
保证各种设备设施的清洁，随时可以对客服务。
- By assisting bar attendants & kitchen staff where required and carry out any reasonable duties requested by the Supervisor/Manager.
按照主管或经理的要求，协助饮料服务员及厨房员工。
- By completing TBS checklist on preparing the restaurant for service.
根据TBS标准的要求，完成餐厅对客服务的准备工作
- **Customer Service客户服务**
- To be actively involved in the duties of a food and beverage attendant and cashier while on duty, as well as supervising the service of all guests in the functions.
积极参与到日常的餐饮服务，并有效督导对客服务。
- Greet guests with a smile offer assistance with coats, bags etc., and introduce yourself.
微笑服务，协助客人就座，储存外套或背包，并作自我介绍。
- All guests must be offered a drink within the first two minutes of being seated and quickly followed up with a food menu.
保证客人在就座两分钟后提供饮料，随后提供食品菜单。
- Ensure all service procedures are carried out to the standards required.
确保所有服务都符合标准。
- By replenishing drinks, never letting cup or glass to become empty.
保证询问客人的饮料是否续杯，并不发生空杯的情况。
- Accommodate any guest request, if not possible then offer appropriate alternatives.
给客人更多的选择来满足他们的需求。
- Take personal responsibility for the service experience of all guests in your designated area.
各尽其职，为客人提供满意的服务。
- Ensuring guests have bread and butter before first course for A La Carte service.
当客人选择零点菜单时确保首先服务面包和黄油
- Guests have appropriate cutlery before each course is presented.
在每道菜之前，为客人提供相应的餐具。
- Ask guests if satisfied after each course and if anything additional is needed.
在用完每道菜之后，询问客人是否满意，是否有其他需要。
- Follow up any guest questions or queries immediately and if you don't know the answer, check with your Supervisor/Manager
满足客人的各种要求，如不能立即回答请与经理联系。
- When passing by guest tables, check if they require service.

JOB DESCRIPTION

- 当经过餐桌时需检查客人是否有其他需要。
- Smile & wish all guests a nice greeting as they enter & exit the function rooms, even if they are not designated to your section.
当客人进入或离开餐厅的时候要微笑感谢客人的光临。
- Ensure service standards per TBS checklist are being achieved.
确保服务工作达到TBS 标准。
- You feel confident with TBS checklist on complaint handling.
以TBS 为标准，解决客人投诉。
- **End of Service服务尾声**
- To ensure that at the end of service the guest cycle is complete and all guests leave the restaurant satisfied.
确保在服务结束时，客人满意的离开餐厅
- Make sure all areas are cleaned and maintained in accordance with operating procedures.
确保所有区域与开始用餐时一样整洁。
- Positively end the guests experience by checking satisfaction.
在客人用餐接近尾声的时候，询问客人对用餐是否满意。
- All guests check must be presented promptly on request with a feedback form & brochure.
在客人结帐时，帐单要与客人满意成度调查及其他宣传单一起放在帐单夹中。
- Encourage all guests to fill out feedback forms when they leave.
鼓励客人在用餐结束之后填写调查表。
- Assist with guest coats and bags
帮客人取回外套及包裹。
- Thank all guests and wish them a pleasant day.
感谢客人的光临，并祝愉快。
- **Health and Safety 卫生安全管理**
- To actively supervise & ensure the health, safety and well being of customers and all staff
主动监管并确保客人及员工的安全卫生环境
- To ensure the health, safety and well being of customers and all staff
确保客人及员工的安全卫生环境。
- Understanding relevant OH&S legislation & the implications on the operation of the department
理解OH&S法，并在餐厅的日常运营中执行。
- Ensuring that safe and healthy working practices are observed throughout service.
在服务过程中确保严格遵守卫生及安全守则。
- Reporting any accidents/incidents to the Supervisor/Manager.
向上一级主管或经理汇报发生的任何事故。

I have read and acknowledged the position description information and hereby state that I can perform the essential functions of the job with or without reasonable accommodation.

我已阅读并接受工作职责所描述的内容，在此申明，不管是否有任何理由发生的变动，我都将履行基本的工作职责。

Print Name of Team member 正楷 / Signature 签名

Date 日期

HOD 部门经理

Date 日期