**EXPERTISE**

JoB description

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| --- | --- | --- | --- |
| Position Title | F&B Agent | Department | Aviation |
| Generic Job Title | FSA | Segment | Prestige Sports, Leisure and Travel |
| Team Band |  | Location | LHR |
| Reports to | Lounge Supervisor | Office / Unit name | Qatar |

## ORGANISATION StRUCTURE

Lounge Manager

Lounge Supervisor

Head of Talent

F&B Agent

#### Job Purpose

* To provide excellent customer service from the preparation, presentation and service of food and beverages to the Qatar Lounge customers satisfaction.

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#### Accountabilities

* A. Start of shift:
* Set the bars, ensure the condiments, glasses, cups etc are neatly arranged.
* Ensure all food and beverages are displayed according to specification.
* Ensure the coffee machine is ready to use.
* Check on the left over wine/liquer/champagne bottles; those containing less than ¼ need to be replaced with new bottles.
* Water the plants and update the newspaper and magazine displays.
* Load service counters as and when directed and to ensure sufficient supplies throughout the service period.
* Ensure that the lounge seating area is clean, sofa chairs and tables are arranged as per the lounge plan.
* Assist the chef with some food preparations for example fruit plates, cheese boards etc.
* B. During the shift, and after Lounge operating hours:
* Maintain the presentation and cleanliness of the dining, bar and buffet areas at all times.
* Ensure the dining area is adequately stocked during service times.
* Clear the table areas, and ensuring that all of the used crockery and cutlery and glasses are cleared from the dining area and brought to the dishwashing area.
* Ensure all food and beverages are displayed according to specifications and replenished as necessary.
* Provide an efficient and friendly service to lounge customers, ensuring that all their needs are met.
* Build rapport and interact with customers.
* Report any customer feedback (complaints and compliments) and take some remedial action, if possible.
* Liaise with, and assist chef on duty and Qatar lounge team, as required.
* Maintain lounge cleanliness during lounge operating hours.
* Empty waste bins, as necessary. Wipe clean and or replace bin liners.
* Handle coffee machine cleaning process after the lounge closes.
* Wipe all tables, cupboards, desks and other furniture free from finger/food/ beverage stains.
* Vacuum the carpets to remove all obvious soil, dirt and crumbs.
* Sweep and mop the tiled areas.
* Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Line Supervisor or Manager.

**Key Performance Indicators (KPIs)**

* To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty and maintain the highest standards of personal hygiene.
* To only use products and equipment supplied and specifically for the job.
* Ensure that all H&S & F&S documentation for example cleaning schedules and temperature records are signed off daily once all tasks have been completed.
* Comply with all legal and company procedures / polices relating to food safety, health and safety and personal hygiene.
* Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rosta.
* Attend training sessions and staff meetings as requested and use the training given when necessary.
* Act as a positive ambassador for the business and show commitment to company values in all aspects of your role.
* Follow procedures for sickness, lateness and holidays.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Front of house and customer facing experience
* An element of food experience
* Highly motivated
* Attention to detail
* Able to work on own initiative within a team environment

Desirable

* Lounge experience

#### Contextual or other information

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a F&B Agent and the range of roles, responsibilities and duties to be undertaken.

It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Line Supervisor / Manager.

Name:

Signature:

Date: