

VACANCY INFORMATION

Employer details Including address	Titanic Hotel, Stanley Dock, Regent Road, Liverpool L3 0AN
Job title	Events Waiter, Rum Warehouse Events
Rate of Pay	Minimum wage
Contracted Hours/ Working Pattern	Zero hours
Job Description	<p>To consistently provide and maintain the highest standard of guest care and service.</p> <p>And to maintain a high standard of personal hygiene and grooming at all times ensuring that your designated uniform is worn, well pressed and in a good state of repair at all times.</p> <p>To familiarise yourself with your departmental Standards of Performance and to be able to demonstrate their application and to have a good knowledge of all hotel facilities and be able to answer guest questions in a quick, polite and helpful manner.</p> <p>To handle any guest complaints or problems promptly and to ensure that all resolved or unresolved incidents are reported to your Head of Department.</p> <p>To carry out the required set ups and breakdown of function rooms on time and as detailed on the daily business sheets.</p> <p>To ensure function suites, back of house and storage areas are kept clean and tidy at all times.</p> <p>To ensure that all banqueting equipment is used, stored and maintained to the required standard.</p> <p>To correctly transport all banqueting equipment, minimising damage to the property and staff. To assist with banqueting equipment stock taking and carry out the departmental cleaning and maintenance schedule as delegated.</p> <p>To ensure all function items required are delivered on time as detailed on the daily business sheet.</p> <p>To have a thorough product knowledge of all Conference & Banqueting menus and services.</p> <p>To ensure that any food displays are attractive and professional.</p> <p>To service small lunches/dinners in the Events rooms.</p> <p>To implement your duties as per the C&B SOP Manual and Standard of the Week training.</p>
Minimum experience and/or qualifications	<p>Customer service experience. Being able to communicate to Hotel & Events guests</p> <p>Being able to work as a team</p>
Additional Information	
How to apply	Via email. hr@titanichotelliverpool.com
Closing Date	27 th August 2021

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