

F&B Assistant - Boundary Bar

Permanent Full-Time Contract - 40 Hours

Department / Area: Operations - Catering
Reports to: Janet Drummond
Location: Boundary Bar, Utilita Bowl
Utilita Bowl, Botley Road, West End, Southampton,
SO30 3XH

The Role

An F&B Assistant working in our Boundary Bar will join a team that aim to deliver a high standard of customer service and hospitality to every guest who walks into the bar. You can expect to serve guests and members of the golf course, the public during the cricket season, and host a variety of events. The team will work together to promote a hospitable and professional image to the guest and give full co-operation to any guest requiring assistance, with a prompt, caring and helpful attitude.

Key Responsibilities

- ✓ 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 venue, enhancing customer satisfaction.
- ✓ 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 aware of responsibility for the security of the guest and venue's property.
- ✓ Ensure that while you undertake your role you abide by the Health & Safety at Work Act 1974 and safe systems of work appropriate to your role.
- ✓ Understand the importance of adhering to company policy with reference to hazard spotting, first aid reporting and reporting accidents.
- ✓ Opening or closing the bar and ensuring associated procedures are carried out correctly.

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T 02380 472002 E recruitment@utilitabowl.com

Behavioural Competency Framework for a Food & Beverage Assistant

Adaptability

- ✓ Flexible
- ✓ Responds to change positively
- ✓ Calm under pressure
- ✓ Thinks ahead

Communication

- ✓ Is clear and open
- ✓ Encourages others to share ideas
- ✓ Keeps others well informed and up to date

Creativity

- ✓ Looks for fresh ideas
- ✓ Turns good ideas into realistic solutions

Decision Making

- ✓ Can act on own initiative
- ✓ Accepts responsibility for own actions
- ✓ Applies knowledge and experience

Influencing

- ✓ Persuasive
- ✓ Has a positive profile
- ✓ Gains people's attention when speaking
- ✓ Gains commitment

Integrity

- ✓ Open and honest
- ✓ Treats people fairly
- ✓ Respect's confidences
- ✓ Adheres to legal obligations

Self Management

- ✓ Organised
- ✓ Meets deadlines
- ✓ Good time keeping
- ✓ Personal appearance
- ✓ Motivated
- ✓ Sets a good example

Team Work

- ✓ Plays their part
- ✓ Understands effect of their own behaviour on others

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- ✔ Supports, develops and encourages others

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all employees.

Desirable / Preferable:

- ✔ Previous experience working in a bar setting is desired, but not essential.
- ✔ Must be over the age of 18

Considerations

All applicants must provide evidence to demonstrate that they have the Right to Work in the UK. Due to the temporary nature of this role, sponsorship for overseas nationals cannot be provided.

Utilita Bowl is an equal opportunities employer. We are committed to employment practices and behaviours that encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination. If you would like to request any accommodations from application through to interview, please email

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our organisation.

Hours Of Work

Core hours – 40 hours a week not including breaks. No contracted days, flexible working hours Monday-Sunday with 2 days off per week.

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