



Food & Beverage Team Member

Location: Spring Lakes Watersports & Leisure

Department: Food, Beverage & Events

Reports To: Food & Beverage Team Leader

Career Level: 1

Role Purpose:

The Food & Beverage Team Member ensures that guests enjoy exceptional dining and service experiences at Spring Lakes. This role involves delivering excellent customer service, preparing and serving food and beverages, maintaining cleanliness, and supporting the wider team during peak periods and events.

Key Responsibilities:

Guest Service:

- Provide friendly and professional service to all guests, ensuring a welcoming atmosphere.
- Take orders, serve food and beverages, and handle guest inquiries promptly and courteously.
- Assist with the preparation and delivery of catering for events, group bookings, and corporate functions.

Operational Support:

- Maintain cleanliness and organisation of dining areas, service stations, and equipment.
- Assist with stock replenishment and preparation of items for service, such as utensils, plates, and condiments.
- Support the team during busy periods by proactively addressing guest needs and operational demands.

Food Preparation & Service:

- Cook and heat up food items from a predefined menu and support the kitchen team in busy periods
- Safely utilise kitchen appliances and equipment to prepare and serve food and beverages in line with company standards and hygiene regulations.
- Follow portion control guidelines and presentation standards to ensure quality and consistency.

Health, Safety & Hygiene:

- Follow food hygiene and safety standards, ensuring compliance at all times.



- Clean and sanitise workstations, dining areas, and equipment regularly to maintain a safe and clean environment.
- Report any health and safety concerns to the Food & Beverage Shift Leader promptly.

Event & Group Booking Support:

- Assist with food and beverage service for special events, including weddings, corporate functions, and kids' parties.
- Collaborate with team members to ensure smooth and efficient delivery of event catering.

Team Collaboration:

- Work closely with Chefs, Food & Beverage Leaders, and Coordinators to deliver seamless service.
- Communicate effectively with team members to address guest needs and operational requirements.

Key Interactions:

Internal: Food & Beverage Shift Leader, Food & Beverage Team Leader, Chefs, Bookings & Events Lead, Head of Food, Beverage & Events.

External: Guests, Event Clients.

Success Measures:

- **Guest Satisfaction:** Positive guest feedback regarding food quality and service.
- **Operational Efficiency:** Smooth and timely delivery of food and beverage services.
- **Team Collaboration:** Effective teamwork that enhances service quality and operational flow.
- **Health & Safety Compliance:** Adherence to food hygiene and safety regulations.

Skills and Qualifications:

Customer Service Skills:

- Experience in providing excellent service in a hospitality or retail environment (desirable).

Teamwork:

- Ability to work effectively in a team, supporting colleagues during busy periods.

Communication Skills:

- Strong interpersonal skills to engage with guests and colleagues.

Attention to Detail:



- Focus on cleanliness, food presentation, and service standards.

Health & Safety Awareness:

- Understanding of basic food hygiene practices (training provided if necessary).

Certifications (Preferred):

- Food Hygiene Certificate (Level 1 or above, training can be provided).
- Standard DBS Check (Required).

Age Requirement:

- Minimum age of 16 years.

Additional Information:

This role requires flexibility, including working evenings, weekends, and holidays. The Food & Beverage Team Member plays an essential role in delivering exceptional guest experiences and supporting the overall success of Spring Lakes' food and beverage operations.

Employee:

"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."

Signed

Full Name

Date signed

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