

# Internships Thailand

## *Food & Beverage Internship Description*

- Job Title:** Food & Beverage Trainee
- Department:** Food & Beverage Department
- Reports to:** Food & Beverage Manager / Director

### **General Mission**

Under the general guidance of the F&B Manager/Director and the service team. Serving food and beverage generating revenue, and maximizing profit within the service standards and policies established by the company leading to guest satisfaction and zero complaint.

### **Responsibilities and Means**

- ❖ Before service commences:
  - ❖ Inspects tables in assigned station for cleanliness, serviceability and correct set-up.
  - ❖ Checks and, if necessary, replenishes side-station with sufficient equipment to ensure smooth service, within the station.
  - ❖ Arrange any buffet tables with clean linen and skirt.
  - ❖ Checks and cleans menus, beverage lists.
- ❖ Has a thorough knowledge of the menu.
- ❖ Has a thorough knowledge of all equipments – crockery glassware and cutlery, used in the restaurant.
- ❖ Knows the various napkin folds used in the restaurant.
- ❖ Knows how to set up a table and re-set a table after use.
- ❖ Knows how to present wine to a guest and open, in absence of the Head Waiter.
- ❖ Has a thorough knowledge of the sequence of service and exchange cutlery, in accordance with the order taken, before the first course is served.
- ❖ Knows which items are unavailable on the menu and which items have to be “pushed”.



- ❖ Assists in the seating of guests arriving at the table. Greet arriving guests in a pleasant manner and begin correct sequence of service.
- ❖ Take order faster and correctly.
- ❖ Serves beverages to guests.
- ❖ Fetches dishes from the kitchen and take dishes to the side station, according to instructions or under supervision of the Restaurant Manager or F&B Management and serves directly to guests.
- ❖ To ensure always, that the correct dish is served to a guest where multiple orders have been placed.
- ❖ During the meal, discreetly observe guests at the assigned station and offer polite, attentive service, throughout the meal.
- ❖ Clear table after completion of each dish after the guests have finished eating.
- ❖ Light cigarettes and change ashtrays, as necessary.
- ❖ Observes equipment on side station during service and replenish items when necessary to maintain standard of service.
- ❖ Pulls chairs, for departing guests, thank them for their patronage and bid them farewell.
- ❖ After guests depart, clear, clean and re-set the table before the next guest arrives.
- ❖ At end of service, set-up tables and station, if required, for next meal service.
- ❖ Check cruets and replenish as necessary.
- ❖ Clear table accessories, to side station, as necessary.
- ❖ Collect soiled linen and prepare to exchange at laundry.
- ❖ Follow the recycling procedures for all kind of material used in the restaurant.
- ❖ Meet and greet the guests and seat them at tables or in waiting areas.
- ❖ Inform the Restaurant manager of establishment specialties and features.
- ❖ Inspect dining and serving areas to ensure cleanliness and proper set-up.
- ❖ Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- ❖ Provide guests with menus.
- ❖ Receive and record VIP's, guest, dining reservations.
- ❖ Supervise and coordinate activities of dining room staff to ensure that guests receive prompt and courteous service.
- ❖ Train, and supervise food and beverage service staff.
- ❖ Operate cash registers to accept payments for food and beverages.
- ❖ Order or requisition supplies and equipment for tables and serving stations.
- ❖ Plan parties or other special events and services.
- ❖ Speak with guests to ensure satisfaction with food and service, and to respond to complaints.

- ❖ Confer with other staff to help plan establishments' menus.
- ❖ Sale wine and food promotions.
- ❖ Perform marketing and advertising services.
- ❖ Assign the guests to tables suitable for their needs.

### Administrative Responsibilities

- ❖ Acknowledges and screens daily work schedule.
- ❖ Be present in the daily briefing and de-briefing.
- ❖ Proposes an effective duty to ensure sufficiency of manpower in accordance to volume of business.
- ❖ Establishes two-way communication with related colleagues.
- ❖ Communicates effectively with guests, subordinates, immediate supervisors and other section heads.
- ❖ Manages time effectively by meeting deadlines on time.
- ❖ Identifies and solves problems in a professional manner.

### Technical Responsibilities

- ❖ Knows and understands the job description of all positions in the restaurant.
- ❖ Knows and understands policies relating her positions.
- ❖ Recognizes good quality products and presentation.
- ❖ Checks and improves all service standards established by the company.
- ❖ Provides assistance to the staff when required during peak periods.
- ❖ Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
- ❖ Manages wastes by reducing and recycling, changes staff behavior to carefully use all resources.
- ❖ Knows and understands the job description of all positions in his / her department and be aware of others.
- ❖ Knows and understands policies relating to his / her department and others.
- ❖ Recognizes good quality products and presentation.
- ❖ Checks and improves all service standards established by the company.
- ❖ Supervises staff activities to maximize revenue and minimize costs.
- ❖ Provides assistance to the staff when required during peak periods.
- ❖ Maintains grooming standards for all personnel.

- ❖ Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
- ❖ Manages wastes by reducing and recycling, changes staff behavior to carefully use all resources.

### **Commercial Responsibilities**

- ❖ Communicates effectively with VIP guests, clients, colleagues and other important individuals in the performance or work and in promoting the restaurant, and the company.
- ❖ To be a good sales person to promote the company image and businesses.

### **Human Resources Responsibilities**

- ❖ Establishes and maintains good relations with colleagues within the restaurant and company.
- ❖ Provides assistance to co-employees within company and amongst other departments in the performance of tasks to foster team work and success for the restaurant.
- ❖ Motivates other staff to grow within the company.
- ❖ Develops herself / himself to be better skills at all times.

### **Relations**

- ❖ Reports to the Restaurant Manager or F&B Manager/Director
- ❖ Communicates to guest in delivering product and service.
- ❖ Relates to co-employees of the restaurant and company.