



Position Title: Guest Services Associate-Food & Beverage

Department: Food & Beverage

Reports To: F&B Supervisor / Assistant Manager F&B

Job Summary

The Food & Beverage Associate is responsible for providing exceptional dining service to hotel guests in accordance with hotel standards. The role focuses on delivering a high-quality guest experience in restaurants, banquets, room service, or other hotel outlets while maintaining cleanliness, safety, and service excellence.

Key Responsibilities

- Greet hotel guests warmly and assist them throughout their dining experience
- Take and serve food and beverage orders accurately and efficiently
- Ensure service is delivered according to hotel brand standards
- Maintain cleanliness of dining areas, service stations, and equipment
- Assist with breakfast, lunch, dinner, banquets, and room service operations
- Handle guest requests, feedback, and complaints professionally
- Ensure compliance with hotel hygiene, health, and safety policies
- Process guest bills and payments accurately
- Coordinate with kitchen, bar, and front office teams
- Assist with opening and closing procedures of the outlet

Qualifications & Experience

- Hotel Management or Diploma or equivalent
- Previous experience in a hotel or hospitality environment preferred
- Knowledge of food & beverage service procedures
- Basic knowledge of food safety and hygiene standards

Skills & Competencies

- Excellent customer service and communication skills
- Professional appearance and positive attitude
- Ability to work in a team-oriented environment
- Time management and multitasking skills