

# International Recruitment

## Sample Role Profile – Assistant F&B

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#### **Job Title**

Assistant Food & Beverage - Food Service Team

#### **Job Summary**

Pulse Hospitality is a collection of 30 hotels, restaurants and bars located all across Ireland. An Irish owned, family-run business, we started out as a quaint local pub and grocer on Cork's Patrick Street in the 1950's. Ambitious by nature, we have continuously expanded with creativity, innovation and excellent customer service at the heart of what we do. We foster a culture of fun and vibrancy and welcome people from all backgrounds to contribute to our ever-growing team. We strive to provide the Irish market with eco-friendly accommodation and unique food & beverage concepts that reflect global trends, while celebrating the abundance of local producers and art and craft available across the island of Ireland.

Our Food Service Team are responsible for delivering a customer experience that goes above and beyond to exceed expectations, leaving a memorable mark. We are currently recruiting for both part-time and full-time roles with flexible working hours to suit both early birds and night owls.

The role includes:

- Setting up the outlet ahead of service in line with brand standards
- Answering phones and taking reservations
- Greeting guests on arrival and directing them to their table
- Sharing your knowledge of suppliers, menu recommendations and answering customer queries
- Taking food & drink orders
- Using your initiative to pre-empt guest needs to offer an elevated and personalised service
- Cross-checking food orders are correct and presentable at the pass before delivering them to the table
- Staying attentive throughout the guest's sitting and liaising with the outlet manager and kitchen team to manage any complaints or dissatisfaction
- Keeping the outlet tidy and orderly throughout service
- Clearing down and resetting tables

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#### About Us – Why work with us?

- **Fun & energetic workplace.** We want our team to look forward to coming into work and to enjoy themselves when they are here. With this in mind, we strive to create a positive environment that fosters team comradery. We share our knowledge, view mistakes as an opportunity to learn and celebrate success
- **Innovative food & drink experiences.** We challenge ourselves daily to stay creative and innovative in our approach to offering a menu that provides guests with first to market concepts
- **Career progress.** With a portfolio of 30+ hotels, bars and restaurants, we offer ongoing training and development with a view to future progress across the group. We will work with you to unlock your true passion and support you, as you grow with us
- **A diverse and inclusive environment.** We foster inclusion and diversity as an employer, providing equal opportunity to all. Our combined individuality is what creates the eclectic vibe our customers pride us on
- **Reward & recognition.** We host a monthly townhall attended by the group CEO and leadership team, providing you with a chance to network with the greater team. At this session, results are analysed, and upcoming targets are discussed. We also highlight the star employees of the month who are rewarded with a gift voucher by the CEO

#### Job Requirements

- ✓ Excellent spoken and written English
- ✓ Excellent customer service skills
- ✓ Ability to multi-task
- ✓ Attention to detail
- ✓ Friendly & outgoing nature
- ✓ Team player
- ✓ Understanding of food preparation and cooking techniques
- ✓ Basic knowledge of wines & spirits
- ✓ Ability to understand and follow safety procedures
- ✓ Ability to safely use cleaning equipment and supplies
- ✓ Evening and weekend availability

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## Job Benefits

- Flexible working hours
- Full training in health & food safety, wines & spirits and customer service
- Discounted gym membership at Pulse Hospitality Hotels
- Preferential employee rates across the portfolio
- Paid holidays, exam and sick leave
- Maternity benefit for longstanding employees
- Referral reward
- Career progression opportunities
- 2 uniforms and complimentary laundry

## Call to Action

To apply, please complete the online application form available at [www.pulse-hospitality.ie/careers](http://www.pulse-hospitality.ie/careers). Upon review of your CV, we may feel that your skills and experience are better suited to another role. By submitting your application, you are permitting us to contact you with regards to an alternative position.

## Staff Testimonials

As a working mum, the flexible hours allow me to work evenings and weekends around caring for my young family. I enjoy building a rapport with our regulars and marking their own key family milestones with them.  
*Niamh - Waitress, 2 years service*

As a culinary arts student, working weekends at the restaurant has been a great learning. Understanding the importance of teamwork between the kitchen and wait staff has been great. I've also learned the significance of creating an inviting atmosphere and ambience from music styling to tableware, that adds to the overall customer experience.  
*Dermot – Culinary arts student, 10 months service*

Shadowing the resident Sommelier has enabled me to improve my knowledge of wines & spirits. Pulse Hospitality supports the long term development of the workforce, offering endless opportunity across the group. By upskilling on the beverage side while fine-tuning my customer service skills, I hope to one day work in the group's Michelin-star restaurant.  
*Pablo - Waiter, 1.5 years service*

## Pay Range Information

We provide competitive rates of pay, ranging from €11 - €14 per hour depending on experience.