

Job Title: Senior Food & Beverage Associate
Department: Food & Beverage
Location: Chikmagaluru
Reports To: Restaurant Manager / F&B Manager

Job Summary

The Senior Food & Beverage Associate plays a key role in delivering exceptional dining experiences in line with the resort's luxury standards. This position involves supervising daily service operations, mentoring junior associates, ensuring guest satisfaction, and maintaining the highest levels of service quality, hygiene, and professionalism across all F&B outlets.

Key Responsibilities

Guest Service & Experience

- Deliver personalized, attentive, and anticipatory service to all guests
- Handle guest inquiries, requests, and complaints professionally and efficiently
- Ensure all service aligns with 5-star luxury hospitality standards
- Build rapport with repeat and VIP guests

Operations & Service Excellence

- Oversee day-to-day service operations in assigned outlets (restaurant, bar, banquets, in-room dining)
- Ensure proper setup, service flow, and closing procedures
- Maintain knowledge of menus, ingredients, allergens, wine pairings, and promotions
- Ensure compliance with food safety, hygiene, and sanitation standards (HACCP)

Team Leadership & Training

- Supervise and guide junior F&B associates during shifts
- Assist in onboarding and training new team members
- Lead by example in grooming, etiquette, and service conduct
- Support managers in scheduling and shift coordination when required

Quality Control & Standards

- Monitor service quality and presentation of food and beverages
- Ensure proper handling of equipment, glassware, linen, and inventory
- Report maintenance issues, shortages, or service gaps promptly
- Assist in maintaining SOPs and brand standards

Sales & Revenue Support

- Upsell food, beverages, and special offerings to enhance guest experience and revenue
- Support promotional activities, themed nights, and special events
- Ensure accurate billing and cash/card handling procedures

Skills & Competencies

- Strong knowledge of food & beverage service standards
- Excellent communication and interpersonal skills
- Leadership and team coordination abilities
- Problem-solving and guest recovery skills
- Attention to detail and high service orientation
- Ability to work under pressure in a fast-paced environment

Qualifications & Experience

- Diploma or Degree in Hotel Management or Hospitality (preferred)
- 3–5 years of experience in Food & Beverage service, preferably in a 5-star hotel or luxury resort
- Prior experience in a supervisory or senior associate role is an advantage
- Knowledge of POS systems and basic computer skills
- Fluency in English; additional languages are a plus

Grooming & Professional Standards

- Impeccable grooming and personal hygiene at all times
- Professional appearance and adherence to resort grooming standards