

Job Description – F&B Service Executive

Position: F&B Service Executive

Department: F&B Service

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

Location: Sinclairs Bayview Port Blair

Job Summary

Sinclairs Hotels and Resorts is looking for a F&B Service Executive who will be responsible for delivering excellent food and beverage service to guests while ensuring high standards of hospitality, service quality, cleanliness, and guest satisfaction. The role involves handling restaurant and banquet operations, taking guest orders, serving food and beverages, and maintaining smooth day-to-day service operations.

Key Responsibilities

- Welcome and greet guests warmly, ensuring a pleasant and hospitable dining experience.
- Take food and beverage orders accurately and communicate them promptly to the kitchen and bar.
- Serve food and beverages efficiently and professionally, following established service standards.
- Explain menu items, daily specials, ingredients, and beverage options to guests when required.
- Ensure proper table setup, cleanliness, and readiness before and during service.
- Maintain high standards of personal grooming, hygiene, and professional conduct at all times.
- Handle guest requests, feedback, and complaints courteously and promptly, escalating issues to the supervisor or manager when required.
- Coordinate effectively with the Kitchen, Front Office, Housekeeping, and other departments to ensure smooth guest service.
- Assist in restaurant, banquet, conference, and special event operations as required.
- Ensure proper billing procedures and coordinate with the cashier to maintain billing accuracy.
- Monitor and maintain adequate stocks of service equipment, crockery, cutlery, glassware, and other operating supplies.
- Follow all hotel policies, food safety standards, hygiene procedures, and service SOPs.
- Assist in maintaining cleanliness and organization of the restaurant, service areas, and equipment.
- Support upselling initiatives by recommending appropriate food and beverage items to guests.

- Ensure responsible handling of hotel property and equipment.
- Participate in departmental briefings, training sessions, and staff meetings.
- Perform any other duties and responsibilities assigned by the F&B Manager or Management.

Qualifications & Experience

- Graduate or Diploma in Hotel Management / Hospitality Management preferred.
- 1–3 years of relevant experience in F&B Service in a hotel, resort, restaurant, or similar hospitality establishment. Should have good knowledge of food and beverage service standards and basic restaurant operations.
- Familiarity with POS and billing systems will be an advantage.

Key Skills

- Excellent guest handling and interpersonal skills.
- Good verbal communication and active listening skills.
- Strong customer service orientation.
- Ability to work effectively in a team.
- Good knowledge of food and beverage products.
- Ability to remain calm and professional under pressure.
- Good attention to detail and service standards.
- Strong time management and organizational skills.
- Willingness to work flexible hours, weekends, and holidays as per operational requirements.