

## **Premium Food and Beverage Attendant UF4122**

### **Job Overview:**

The Premium Food and Beverage Attendant delivers exceptional service across diverse high-end venues, including exclusive airport lounges, luxury stadium suites, and executive offices. This role provides top-tier service for high-value clients and guests, maintaining discretion, and upholding the highest standards of professionalism. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ according to business needs and client requirements.

### **General Responsibilities:**

- Provide a pleasant atmosphere for guests by welcoming them in a warm and professional manner, and ensure they are well attended to.
- Ensure food and beverage items are provided according to selected ala carte or buffet-style menus.
- Demonstrate a thorough knowledge of food and beverage products, offerings, and menus.
- Maintain cleanliness and organization of assigned areas, including clearing, cleaning, and sanitizing workstations and equipment, and resetting tables.
- Provide courteous and professional assistance to customers, and promptly address customer requests and complaints.
- May record sales, collect money, and operate a cash/credit card/electronic payment register; follow all cash-handling procedures as required.
- May provide training and orientation of staff.
- May prepare and/or sell food items.
- May operate a dishwasher or assist with washing dishes, glassware, silverware, utensils, pots, and pans.
- Attend all allergies and foodborne illness in-service training.
- Comply with all Sodexo HACCP, safety, and risk management policies and procedures.
- Report all accidents and injuries in a timely manner.
- Participate in regular safety meetings, safety training, and hazard assessments.
- Attend assigned training programs (classroom and virtual).
- May perform other duties and responsibilities as assigned.

### **Job Qualifications:**

#### **Experience/Knowledge:**

- High School diploma, GED, or equivalent.
- 2 to 3 years of experience in a high-end hospitality or customer service role preferred.

#### **Skills/Aptitude:**

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to use a computer and/or other basic electronic equipment.
- Good working knowledge of food preparation and presentation.

## **License/Qualifications**

### **Certifications:**

- TIPS (Training for Intervention Procedures) or TEAM (Techniques for Effective Alcohol Management) alcohol training or equivalent, and comply with all state-specific alcohol training requirements.
- If applicable, holds an appropriate license, certification, or permit to serve food and/or alcohol in the city, county, and/or state in which the work will be performed.

### **General Qualifications:**

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.  
Ability to work a varying schedule including evenings, holidays, weekends and extended hours as business dictates.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity in light of Sodexo time and attendance policy and/or client operating hours.

### **Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may exceed 8 hours.
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 50 pounds.

### **Working Conditions (may add additional conditions specific to defined work location):**

- Generally, work is performed in an indoor setting in a controlled, temperate environment; however, may be exposed to heat/cold during outside activities and events.
- The noise level in the work environment is usually moderate to loud.

**Unit Description:** Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_