

Ref number: Break/12/2015

Dear Applicant

Reference: Application package for Breakfast Server

Please find enclosed:

- ✓ Job description
- ✓ Personnel specification
- ✓ Application form
- ✓ Fair employment monitoring form
- ✓ Equal opportunity monitoring form

Application Forms must be returned by before 12 noon on closing date 12/12/2015 or they will not be included in the selection process.

Applications received after this time and date will not be included in the selection process.

Yours sincerely

Leigh Watson (Mrs)
HR
on behalf of Killyhevlin Hotel LTD.

Website: www.killyhevlin.com, www.killyhevlin/health-club

☎: +44(0)28 6632 3481
✉: Killyhevlin Hotel & Health Club,
Killyhevlin, Enniskillen,
Co. Fermanagh, BT74 6RW.

Killyhevlin Hotel: Job Description

Job Title: Breakfast Server

Reporting to: Duty Food and Beverage Manager/ Supervisor and General Manager

Responsibility for others: To ensure that as an employee of the Killyhevlin Hotel, Health Club and Spa, all duties are carried out in a safe and responsible manner by observing and adhering to all company policies and procedures thereby not endangering one's own or another's health and safety, nor bringing the reputation of the company into disrepute.

Overall purpose of the job: To ensure Food and Beverage Service areas are maintained to the standard required by the company and, that clients, members and guests receive the standard of service they expect by ensuring all duties and communications are conducted promptly, accurately, efficiently and courteously.

Key Activities:

Give Customers a positive impression of yourself and your organisation

Maintain a safe, hygienic and secure working environment

Maintain and deal with payments as required.

Maintain Customer Care

Provide information on local tourism.

Maintain food safety when storing, holding and serving food

Prepare and clear areas for drinks and food service

Prepare and clear areas for table service

Prepare and clear areas for tray service

Prepare and serve dispensed and instant hot drinks

Prepare and serve hot drinks using specialist equipment

Provide a buffet/carvery service

Provide a table/ tray service

Serve drinks at the table.

Serve food at the table.

Upsell and recommend products and services offered by the company.

Becoming informed of and adhering to all company policies and procedures at all times.

In addition to the above duties you may be required from time to time, at the discretion of the Manager to complete other duties within your capabilities.

Killyhevin Hotel: Personnel Specification

Job Title: Breakfast Server

Criteria	Essential	Desirable <small>(the ideal candidate will meet both the essential requirements and the desirable.)</small>
Qualifications and attainments:	<ul style="list-style-type: none"> • Fluent English speaker • Previous Food Service/ waiting experience. • Excellent personal presentation/ appearance. • Good communication skills. • Good standard of Education. • Must be reliable. • Must be good timekeeper. • Must be good team member 	<ul style="list-style-type: none"> • L2 Certificate in General Food & Beverage Service skills • L2 Apprenticeship in Hospitality & catering (Food & Beverage services) • L2 award in the Principles of Customer Service in HLTT. • L2 Diploma in Professional Food & Beverage Service • L3 Apprenticeship in Hospitality & Catering • L2 NVQ Diploma in Food & Beverage Service • L2 Health & Safety at Work • L2 Food Hygiene • Fire Safety & Prevention.
Relevant Experience and Knowledge:	<ul style="list-style-type: none"> • Knowledge of locality, visitor attractions and “things to do”. 	<ul style="list-style-type: none"> • Previous experience of Food & Beverage Service duties. • Knowledge of company policy & procedure • Knowledge of menu, food, drinks served and daily specials, menu, wine etc. • Knowledge of customer facilities and services. • Knowledge to Maximise sales
Skills and competencies:	<ul style="list-style-type: none"> • Literacy • Numeracy • Communication (inform others, listen to instructions, pass on messages) • Customer Service skills • Work effectively under pressure 	<ul style="list-style-type: none"> • Handle financial transactions • Effective Team Member (keep others informed, report issues, be constructive)
Attributes and Circumstances:	<p><u>Will include weekend and evening work.</u> Hours may vary according to business levels & type of business: tour groups & conferences have different needs to families & wedding guests. <u>Required to be 18+ to work on licensed premises.</u></p>	<ul style="list-style-type: none"> • High standard of personal presentation, punctuality and initiative. • Polite and helpful • Responsive and enthusiastic • Positive approach to dealing with people • Able to work effectively alone and as part of a team.

Killyhevlin Hotel: Application Form.

(4 pages)

Please complete this form *legibly* and return it on or before the closing date specified in the advertisement. Late applications will not be considered. **ONLY INFORMATION PROVIDED ON THIS APPLICATION FORM WILL BE CONSIDERED BY THE PANEL.** Curriculum vitae will not be accepted. Candidates must outline clearly how their qualifications and experience meet both the essential and preferred requirements. All information given will be treated with the strictest confidence. Continuation sheets may be added if necessary.

1. **POSITION APPLIED FOR:** Breakfast Server

2. **PERSONAL DETAILS:**

Surname:	☎(home):
Forenames:	☎ (mobile):
Title:	☎ (work):
Address:	
.....Post code:	
E-mail address:	

Do you have the right to work in the UK?	YES <input type="checkbox"/> NO <input type="checkbox"/>
<i>Note: the company will require proof of this before an offer of employment can be confirmed – e.g. Birth certificate and/or any other appropriate document required to confirm your right to work in the UK as required by the Asylum and Immigration Act 1996.</i>	

3. **EDUCATION: Secondary level.**

From	To	Examinations taken and Qualifications Gained (specify grades)	
		Subject	Grade

4. **FURTHER/ HIGHER EDUCATION:**

From	To	Name of Institution <i>(state if full or part time)</i>	Subjects taken and Qualification Gained <i>(specify grades or degree Class obtained).</i>	
			Subject	Grade

5. **MEMBERSHIP OF PROFESSIONAL ORGANISATIONS:**

Date Joined	Institute/ Organisation	Grade of Membership <i>(where appropriate)</i>

6. **EMPLOYMENT RECORD:** *(please list chronologically, starting with current or last employer).*

Name and Address of Employer and Nature of the business:	From:	Job Title:	Final Salary and Reason for Leaving:
	To:	Job Role/ Responsibilities:	

7. **TRAINING:**

Details of training courses attended and awards achieved, including dates, if appropriate:

Please detail your suitability for this position under the relevant headings below - stating when and where skills and experiences noted were gained:

Giving customers a positive impression of yourself and, if successful, of this organisation:

Working effectively with a team of people:

Demonstrating Customer Care Skills:

Demonstrating Communication Skills:

9. REFEREES:

Please give the details of two non-related referees, including your current or most recent post. Referees will not be contacted without your prior approval.

Name:	Name:
Position:	Position:
Company:	Company:
Address:	Address:
Telephone no:	Telephone no:
Nature of Relationship:	Nature of Relationship:

10. VERIFICATION OF INFORMATION:

<p><i>I certify that all information which I have provided is correct. I understand that any false information given may result in a job offer being withdrawn.</i></p> <p><i>Signature: Date:</i></p>
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Please complete the Fair Employment and Equal Opportunities Monitoring Questionnaires enclosed.

Application Forms must be returned by before 12 noon on closing date or they will not be included in the selection process.

Submit completed applications to:

**Human Resources,
Killyhevlín Hotel and Health Club,
Enniskillen,
Co. Fermanagh,
BT74 6RW.**

FAIR EMPLOYMENT MONITORING QUESTIONNAIRE:

Please complete and return in separate envelope.

(1 page)

Private and confidential.

Ref No: Break12/2015/

Date:

We are an Equal Opportunity Employer. We do not discriminate against our job applicants or employees and we aim to select the best person for the job.

We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the *Fair Employment & Treatment (NI) Order 1998*.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

Community Background:

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or Roman Catholic communities

If you do not complete this questionnaire, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form.

Sex

Please indicate your sex by ticking the appropriate box below:

Female Male

Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

EQUAL OPPORTUNITIES MONITORING QUESTIONNAIRE:

Private & Confidential.

(3 pages – not a duplicate of Fair Employment monitoring form).

Please complete and return in separate envelope.

Ref No: Break/12/2015/

Date:

We are an Equal Opportunities Employer. We aim to provide equality of opportunity to all persons regardless of their religious belief; political opinion; sex; race; age; sexual orientation; or whether they are married or are in a civil partnership; or, whether they are disabled; or whether they have undergone, are undergoing or intend to undergo gender reassignments.

We do not discriminate against our job applicants or employees on any of the grounds listed above. We aim to select the best person for the job and all recruitment decisions will be made objectively.

In this questionnaire we will ask you to provide us with some personal information about yourself. We are doing this for two reasons.

Firstly, we are doing this to demonstrate our commitment to promoting equality of opportunity in employment. The information that you provide us will assist us to measure the effectiveness of our equal opportunity policies and to develop affirmative or positive actions policies.

Secondly, we also monitor the community background and sex of our applicants and employees in order to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so.

Nevertheless, we encourage you to answer the questions below. Your identity will be kept anonymous and your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any unlawful decisions affecting you, whether in a recruitment exercise or during the course of any employment with us. To protect your privacy, you should not write your name on this questionnaire. The form will carry a unique identification number and only our Monitoring Officer will be able to match this to your name.

Community Background:

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

- I am a member of the Protestant community
- I am a member of the Roman Catholic community
- I am not a member of either the Protestant or Roman Catholic communities

If you do not complete this questionnaire, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form.

Sex

Please indicate your sex by ticking the appropriate box below:

Female Male

Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

Age:

Please state your date of birth:

Date of Birth:

Racial Group:

Please state your nationality:

My Nationality is:

Please indicate your race or colour or ethnic or national origins:

White Chinese

Irish Traveller Indian

Bangladeshi Pakistani

Black African Black Caribbean

Black Other

Mixed ethnic group (please state which):

Any other ethnic group (please state which):

Disability:

Under the Disability Discrimination Act 1995 a person is deemed to be a disabled person if he or she has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities. Please note that it is the effect of the impairment without treatment which determines whether an individual meets this definition.

Do you consider that you are a disabled person?

Yes No

If you answered "yes", please indicate the nature of your impairment by ticking the appropriate box or boxes below:

- Physical impairment**, such as difficulty using your arms, or mobility issues requiring you to use a wheelchair or crutches:
 - Sensory impairment**, such as being blind or having serious visual impairment, or being deaf or having serious hearing impediment:
 - Mental health condition**, such as depression or schizophrenia:
 - Learning disability or difficulty**, such as Down's Syndrome or dyslexia, or cognitive impairment, such as autistic spectrum disorder:
 - Long-standing or progressive illness or health condition**, such as cancer, HIV infection, diabetes, epilepsy or chronic heart disease:
 - Other** (please specify):
-

Sexual Orientation:

Please indicate your sexual orientation by ticking the appropriate box below:

My sexual Orientation is towards:

- Persons of a different sex to me:
(i.e. I am a heterosexual man or woman)
- Persons of the same sex as me:
(i.e. I am a gay man or lesbian)
- Person of both sexes:
(i.e. I am a bisexual man or woman)

Marital Status/ Civil Partnership Status:

Please indicate whether you are married or in a civil partnership by ticking the appropriate box below:

Are you married or in a civil partnership?

Yes No

Dependants/ Caring responsibilities:

Do you have dependants, or caring responsibilities for family members or other persons?

Yes No

If you answered "yes", please indicate whether your dependants or the people you look after are (please tick the appropriate box/ boxes):

- A child or children
- A disabled person or persons
- An elderly person or persons
- Other: (please specify):
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