

JOB DESCRIPTION

Job Title Food & Beverage Assistant

Job Grade Keble Grade 1

Responsible to Front of House Manager

Overall Objective

This role forms part of the Catering team and participates in the food and beverage activities of the College. The Food & Beverage Assistant will regularly check food preparation and delivery spaces, and will monitor standards of food and beverage service to ensure the highest levels of cleanliness and service to all users.

Duties & Responsibilities

1. To provide an excellent level of food and beverage service for students, staff, visitors, and conference guests at all times within the Hall, SCR, café, bar, and other College rooms when instructed
2. Observe all food hygiene policies and procedures
3. To assist with the setting up and stocking of all service areas
4. Preparation of assigned dishes (when in Pizza Bar)
 - Correct use of equipment, materials and foodstuff to meet both Health and Safety and Food Hygiene regulations
 - Prepare meals and assist with counter service duties in the Bar
 - Clean equipment and work areas to meet laid down standards of cleanliness and hygiene
5. Perform tasks in accordance with the College's Health and Hygiene procedures including completion of documents, e.g., cleaning records and temperature charts
6. To work in a safe manner in accordance with safety regulations and best practice, e.g., COSHH, manual handling, working at height, and fire regulations
7. To attend any CoSHH and Health and safety training as required
8. To ensure the appropriate storage of stock items and maintain stock levels
9. To ensure areas are kept clean and tidy at all times e.g. ensuring tables are clean and tidy
10. To collect dirty and clean laundry when instructed
11. To operate the hall, café and bar EPOS system (including PDQ terminals) to process bill transactions
12. To responsibly handle cash when required
13. To take delivery of goods and check against order, noting any discrepancies to the duty supervisor
14. To liaise with the kitchen and other departments to move food to appropriate locations
15. To take guidance, direction and any reasonable request from supervisor at all times

It is a requirement of this position that the holders undertake training as directed by the Front of House Manager.

Person Specification:

- Experience of serving customers in a food and beverage environment
- Ability to work with limited supervision
- Experience of maintaining high standards of service that impresses customers
- Experience of offering excellent customer service and resolving customer complaints
- Ability to work in a standing position for long periods of time (up to 7 hours)
- A polite and friendly manner with honesty and integrity
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, and co-operation
- Ability to satisfactorily communicate in English with customers, co-workers, and management to their understanding
- Awareness of general health, safety, and security issues
- Punctual and reliable attendance.
- A well-maintained appearance, complying with the College's uniform rules

Hours of Work: 40 hours/week, any 5 days out of 7. Some weekend working will be required.