

**JOB DESCRIPTION**

**Job Title**  Food & Beverage Assistant

**Job Grade** Keble Grade1

**Responsible to** Food & Beverage Manager

**Overall Objective**

To participate in the food and beverage activities of the College Bar including cooking, food presentation and delivery (Pizza Bar). Regularly checking of food preparation and delivery spaces, monitor the standards of food and beverage delivery to ensure the provision of the highest levels of cleanliness and service to all users. This role is part of the Catering team.

Duties & Responsibilities

Duties and Responsibilities:

1. To provide an excellent of level of food service for students, staff, visitors and conference guests at all times within the Hall, SCR, Café, Bar and all college rooms when instructed
2. 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
3. Provide a professional service for all service users
4. Observe all food hygiene policies and procedures
5. To assist with the setting up and stocking of all service areas
6. Perform tasks in accordance with the College’s Health and Hygiene procedures including completion of documents e.g. cleaning records and temperature charts
7. To work in a safe manner including COSHH, manual handling, working at height and fire regulations
8. To attend any CoSHH and Health and safety training as required
9. To ensure the appropriate storage of stock items and maintain stock levels
10. To ensure areas are kept clean and tidy at all times e.g. making sure tables are clean and tidy
11. To collect dirty and clean laundry when instructed
12. To operate the hall, café and bar EPOS system (including PDQ terminals) to process bill transactions
13. To responsibly handle cash when required
14. To take delivery of goods and check against order, noting any discrepancies to the duty supervisor
15. To liaise with the kitchen and other departments to move food to appropriate location
16. 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 Food & Beverage Manager.

**Person Specification:**

* Experience of serving customers in a food and beverage environment.
* Able 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.
* Be able to work in a standing position for long periods of time (up to 7 hours).
* Have 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 (speak, read, write) with users, co-workers and management to their understanding.
* Be aware of general health, safety and security issues.
* Be punctual with reliable attendance.
* Appear well-groomed, complying with the College’s uniform rules.

**Hours of Work:** 40 hours per week, any 5 days out of 7. Any 5 days out of 7 – some weekend working.