JOB DESCRIPTION

Job Title: Food & Beverage Operative – Café & Bar

Job Grade: Keble Grade 1

Responsible to: Food & Beverage Manager

Overall Objective:
To participate in the food and beverage activities of the College’s Cafes and Bar. In consultation with the F&B Manager, through regular 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 Café and Bar users. This role will also form part of the Dining Hall/SCR/Bar/Pizza Bar servery team.

Duties & Responsibilities:

- Correct use of equipment, materials and foodstuff to meet both Health and Safety and Food Hygiene regulations
- Prepare snacks and drinks and assist with counter service duties
- Clean equipment and work areas to meet laid down standards of cleanliness and hygiene
- Provide a professional service for Café and bar users
- Observe all food hygiene policies and procedures
- When the cafes/bar are closed, assist with food service in all other food and beverage service areas.

It is a requirement of this position that the holders undertake training as directed by the F&B 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 impress 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).
- Learn bar cellar practices, including how to safely change gas and barrels.
- 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 Cafe and Bar users, co-workers and management to their understanding.
- Be aware of general health and safety and security issues.
- Be punctual with reliable attendance.
- Appear well-groomed, in compliance with the College’s uniform rules.

Hours of Work: 40 hours per week, any 5 days out of 7. Some variation to shift hours will be necessary whilst assisting as servery assistant in Dining Hall or SCR.

Authorised by .....Food & Beverage Manager ..... Date: August 2021