



Job Description

Job title:	Food and Beverage Assistant
Department/School:	ahs
Grade:	2
Location:	University of Bath

Job purpose

To work as part of a team to ensure that the customer experience is optimized whilst high standards are achieved in the provision of food and beverage services.

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided

This post reports to the Hospitality Supervisor/Assistant Manager who maintains daily contact with the post holder for general guidance and planning

Staff management responsibility

N/A

Special conditions

None.

Main duties and responsibilities

Customer focus

1. Assist with the operational running of the outlet following operational procedures at all times.
2. Provide a professional and courteous service at all times
3. Deal directly with customers' feedback, providing solutions when appropriate or escalating to manager
4. Assist with the implementation of any improvements to ensure that the highest levels of customer service are maintained as required
5. Ensure that every product served is delivered to the set required standard

Finance

6. Follow established recipes and portion control
7. To operate tills in accordance with University guide lines (including accurate cash, card, voucher transactions) reporting any mistakes or due refunds to line manager
8. To ensure that stock is correctly rotated and that all product are within the sell by date, removing and reporting any out of date products to your line manager

Marketing

9. Promote marketing campaigns to customers and upsell at every opportunity
10. Ensure that you are aware of current promotional activities and current prices in accordance with the unit's displayed tariff.

Health & Safety / Environment

11. Follow all Food Safety, Health & Safety and Allergen legislation.
12. Use all equipment in a safe and correct manner; reporting any anomalies to line manager
13. To report any near misses, incidents and accidents, including: fire, theft, lost property, damage or unfit food, etc.
14. Ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste.

Facilities

Main duties and responsibilities

15. Assist with reporting of all general maintenance issues to your line manager.
16. Follow all procedures relating to energy/chemical use and waste and recycling
17. To assist with the cleaning of all areas of the outlet and keeping them tidy.

Communication

18. Actively contribute to the communication culture following the staffing structure of the outlet (front and back of house)
19. Be aware of daily schedule for the outlet and information provided in the briefing sheets.

Equality and Diversity

20. Be aware of the food choices available for the various medical, religious or life style needs of our customers.

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.



Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications Maths GCSE (grade C or above) or equivalent Highfield Health & Safety qualification - to hold or obtain within 6 month probation period Level 2 Award in Food Safety – to hold or obtain within 6 month probation period BII Certificate	✓ ✓ ✓	✓	✓ ✓ ✓ ✓		
Experience/Knowledge Written and spoken English must be good enough to able to communicate effectively with customers, understand and follow written and verbal instructions from line managers and interact effectively with work colleagues Experience within a front facing customer service environment Food Service Licensing Laws COSHH	✓ ✓	✓ ✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
Attributes Must possess excellent customer facing skills and focus on service delivery Ability to deal with customer complaints effectively Able to form effective working relationships with other team members Able to carry out all reasonable instructions from line manager Able to work independently within parameters specified by line manager Have a flexible approach, able to cope under pressure and adapt to changing priorities. Possess a positive attitude to work related problems Good time keeping Presentable and personable	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

Code: A/F – Application form, I/T – Interview/Test, R – References



every
experience
matters

Effective Behaviours Framework- Delivering the Experience

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.