

## **JOB DESCRIPTION**

**Job Title:** Hospitality and Catering Assistant

**Grade:** Grade 1

**Responsible to:** Catering Services Manager

### **Job Purpose:**

To assist generally with preparation, presentation and service of food and drink within the catering operation, in all its forms, across the campus.

### **Main Duties and Responsibilities:**

- Working with other members of the catering team to prepare buffets and beverages.
- Working week will be 5 days over 7, including early mornings, evenings, and weekends as required by the business.
- Delivery of internal catering around campus by trolley, tray and delivery vehicle, setting out deliveries as requested by client, some room/furniture configuration may be required.
- Collection of equipment after the event.
- To work with the catering dept to best serve everyone's needs & within the scope of the catering dept.
- To work with the rest of the catering team to ensure that a standard service is offered across the campus regardless of whether it is term or vacation time.
- To cover colleagues as and when required on vending services/cashier duties.
- To assist with the set-up for large/VIP events.
- To portion and present food; to prepare the counter/trolley/take away area etc for food service; to serve and clear the counter and liaise with customers; to serve and clear non-alcoholic beverages and associated items.
- To waitress serve including silver service.
- To meet, greet and seat customers and take orders.

- To handle glassware, take beverage orders and serve alcoholic beverages.
- To prepare for taking payment, take payment and cash-up in counter service.
- To prepare and present sandwiches etc, prepare chilled foods, defrost and prepare frozen foods, prepare fruit.
- To prepare and clear the dining areas including clearing tables and glass washing.
- To dishwash or handwash crockery, cutlery and associated tableware.
- To use linen on tables, sideboards, trolleys, trays and salvers; to handle soiled and incoming linen; to store linen.
- To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- To work within the relevant legislation, policies and procedures.
- To participate in the Annual Performance Development Review Process.
- To actively support equality and diversity policies of Falmouth Exeter Plus.
- To attend training courses as identified and agreed for appropriate development.
- Working within the Health and Safety at Work Act, the postholder has a
- legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

## PERSON SPECIFICATION

**Post Title:** Hospitality and Catering Assistant

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	Good general education	Basic food hygiene certificate (or willing to obtain)
<b>Experience / Knowledge</b>	Relevant experience working in a similar environment.	Knowledge of Health and Safety especially in the use of cleaning products
<b>Skills / Personal Requirements</b>	<p>Excellent customer care</p> <p>Flexible attitude to working hours</p> <p>Willingness to undertake new duties to support colleagues within the team</p> <p>This is an active job that requires movement &amp; periods of time on one's feet therefore a good standard of health is necessary</p>	