

Food and Beverage Assistant - Campus Services - 21495 - Grade 2

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Company: University of Birmingham

Location: United Kingdom

Category: other-general

Summary

You will be responsible for providing excellent customer service in any one of those areas/outlets. This post will involve basic food preparation, the provision of a high quality food and beverage service, cash handling, cleaning and stock control, together with any other duties required to ensure the smooth running of the business and operations service we offer to our diverse range of customers. In order to flexibly use resource you may be required to work elsewhere in the department or wider University.

Main Duties

Customer Service

Greet and serve customers in a professional, responsive courteous, friendly manner, including answering queries and dealing with situations that arise, to deliver the highest level of customer service.

Building rapport with customers whenever possible and encouraging customer feedback.

Maintain a professional working relationship with all colleagues.

Business Requirements

Undertake basic food and beverage preparation to deliver quality products to the customer.

Ensure a correct standard of stock rotation is followed whilst maintaining adequate stock levels, adjusting orders as required and making sure that food products are used prior to the best before date.

Report any equipment failures and hazards to either the Supervisor/Manager/Supplier in a timely manner.

Ensure all portion controls are adhered to as directed by the Supervisor/Manager and in line with Operations Manuals.

Maintain control on all food and drink wastage and record as required.

Ensure that all Hazard Analysis and Critical Control Point (HACCP) hygiene and allergen recording systems and food and drink receipt procedures are carried out and correctly recorded.

Conform and adhere to all Health/Food Safety Codes of Practice and Control of Substances Hazardous to Health (COSHH) regulations at all times.

Assist with the transportation of commodities and equipment from one location to another as required, following hygiene and health and safety protocols.

Operate electronic point of sale (EPOS) terminals and handle cash effectively, including opening and end of day procedures, cashing up and ensuring the security of all monies; if required in secure areas.

Perform cleaning tasks to a high standard at all times, following standard operating procedures, ensuring the regularly removal of rubbish as necessary and ensuring a clean environment.

Ensure the thorough cleaning of all equipment, utensils, crockery, glassware, walls, fridges, tables and accompaniments and all work areas and surfaces and to ensure they are sanitised before the end of each shift.

On occasion, you may be required to place orders for food and commodities, and/or undertake stock takes as directed by your manager.

If serving alcohol, ensure compliance with the relevant licensing laws.

Team Work

Actively seek opportunities to increase sales by upselling products and make recommendations as directed by your manager.

Participate in any training and development activities as required.

Be supportive to colleagues.

Attend all team briefs/training and departmental meetings as required.

Be actively involved in an annual personal development review with your line manager/supervisor.

Undertake any other reasonable duties or requests (other than those stated in the job description) as requested by a senior member of staff including driving UoB vehicles when required (if you hold a clean driving license).

Treats everyone with dignity and respect, supporting equality and valuing diversity.

Operational requirements

Contracts are annualised and based on 36 hours per week (or pro rata) inclusive of weekdays, weekends, bank holidays and closed days on a rota basis, including evening work activities. Operational windows will vary by business unit/activity. Hours will be defined in your contract of employment.

The postholder will primarily focus on one area – front of house, back of house or logistics.

The postholder may be required to work in other areas of the business occasionally subject to business need.

To undertake works activities across all UoB campuses as requested that are commensurate with the grade and role activities to support the Division and wider UoB activities.

Required Knowledge, Skills, Qualifications, Experience

Experience and knowledge of working in a busy, customer facing role, with previous experience of working in a food and beverage environment being an advantage

A Level 2 Food Safety Certificate is desirable – although full training will be provided

A commitment to providing a quality service

Positive communication and interpersonal skills

Ability to work on own initiative or as part of a team

Ability to maintain a high standard of personal appearance. Some parts of a uniform is provided for this purpose.

Work patterns may vary so a flexible approach to working hours and days is essential

Ability to learn and understand how diversity considerations affect own area (. Dietary requirements/dress code)

Full clean driving license desirable

Dimensions

This role is concerned with providing a quality customer service in the provision of food and beverages.

Planning and organising

The post holder will follow instructions from their supervisor in terms of day to day focus, working in response to customer orders or to planned activities in preparation areas or kitchens. They will need to maintain an awareness of how their work links with others, and to ensure certain activities are completed within a shift.

Problem solving and decision making

The role will undertake a variety of activities that are very similar in nature, with most problems arising being ones that have been seen before, with the role holder knowing how to resolve it from experience, but will refer to a manager if assistance is required.

Internal and external relationships

This role will be a customer facing role and will be expected to be polite, responsive, friendly and courteous at all times, dealing with enquiries in a professional manner that leaves customers feeling well treated.

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