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**Job Description**

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| **Job title**:  | **Casual Waiting Staff** |
| **Department:** | Catering Front of House |
| **Purpose of the role**:  | Front of House, serving customers  |
| **Reporting to**:  | FOH Supervisor |
| **Reporting to the post holder:** | N/A |
| **Financial responsibility:** | N/A |
| **Salary and Salary Band:** | £9.50 per hour |
| **Hours:** | Shift pattern |
| **Working environment:** | Within Catering Department, including dining and service areas |

**Main duties**

* Deal efficiently, effectively and courteously with all customers at all times.
* Ensure that all complaints are reported to the Manager on duty, and are dealt with correctly.
* To ensure all health, safety and hygiene rules and procedures are followed at all times.
* To ensure that they are able to advise customers on any matters regarding allergens and dietary needs.
* Attend briefings and training sessions as required.
* To report punctually for duty with clean, tidy appearance, dressed in accordance to the College standards.
* To serve all food and drink in a polite, efficient and courteous manner and on time according to the given briefing.
* Make sure the area of work is kept clean and tidy at all times.
* To operate, when required, an electronic till and handle cash in a responsible manner.
* To advise customers on the products on sale when necessary.
* Check opening food stocks are correct and ensure all menu accompaniments are available.
* To assist with the correct completion of stock sheets.
* To assist with cashing up procedures as required in an accurate and timely manner.
* Undertake any other duties deemed reasonable by the Manager/Supervisor in order to meet the demands of the business.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Good general education
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| **Skills, knowledge, experience** | * Some experience in food handling and serving food.
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| **Personal attributes** | * Good working English, to interact with team and with customers.
* Must be well-presented, polite and friendly and able to deal with a wide variety of people.
* Punctuality, sense of responsibility, detail-conscious
 | * Previous customer service experience or qualifications is desirable.
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