



## Job Description

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

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education</li> </ul>	
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Some experience in food handling and serving food.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Good working English, to interact with team and with customers.</li> <li>• Must be well-presented, polite and friendly and able to deal with a wide variety of people.</li> <li>• Punctuality, sense of responsibility, detail-conscious</li> </ul>	<ul style="list-style-type: none"> <li>• Previous customer service experience or qualifications is desirable.</li> </ul>