



Coventry University Students' Union

Job Description

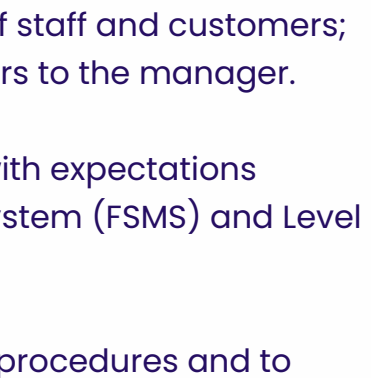
Job Title:	Bar / Catering Assistant
Grade:	Student Staff Level 1
Department:	Commercial Development
Location:	Dagenham
Responsible to:	Catering Manager

Purpose


To prepare and serve food and drinks whilst providing excellent customer service. To be responsible for following all relevant food handling procedures, maintaining a clean and safe environment, promoting products, taking payments and contributing to the outlet's sales performance.

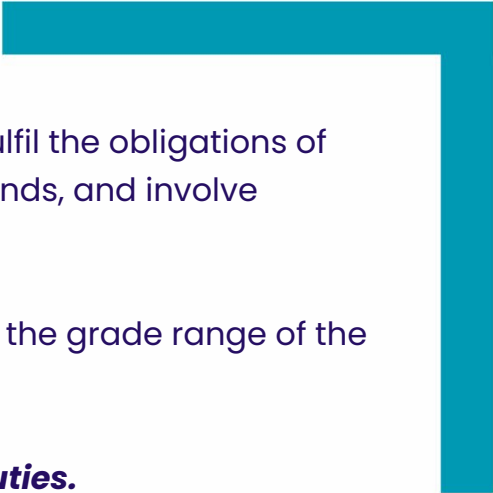
Main Duties and Responsibilities

1. Working as part of the services team, support the agreed trading performance as defined in each catering outlets business model and/or service level agreement.
2. Support the stock management and resources in accordance with agreed standards and manufacturer's instructions (Cleaning, Equipment etc.)

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3. Greet customers and always ensure the safety of staff and customers; escalate concerns and issues affecting customers to the manager.
 4. Maintain high levels of personal hygiene in line with expectations outlined in both the Food Safety Management System (FSMS) and Level 2 Food Safety Training.
 5. To operate the card payment device in line with procedures and to report any issues to the manager.
 6. Always ensure legislative and operational compliance in all business units, reporting any issues to the manager.
 7. Complete daily, monthly, and annual compliance records under the direction of the outlets management team.
 8. Reconcile business unit stock, ensuring all items are stored correctly in line with legislative and operational guidance.
 9. To ensure the security and safety of all stock is maintained during delivery, storage and distribution.
 10. Minimise wastage and monitor stock and output to comply with budgeted margins.
 11. To adhere to the opening and closing procedures of the outlet.
 12. To undertake mandatory training.

General Responsibilities

1. To be well-organised, reliable, and punctual with attention to detail.
 2. To be committed to Your Students' Union's values by being Helpful, Inclusive and Ethical.
 3. Observe all Health and Safety policies and procedures.
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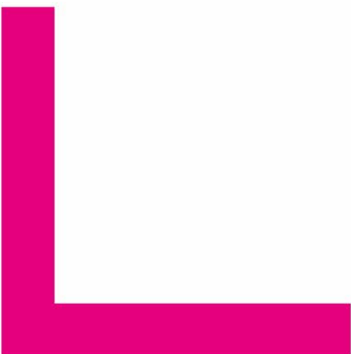
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4. To work such hours as agreed and required to fulfil the obligations of the role which may include evenings and weekends, and involve working at different locations.
 5. Undertake any other duties commensurate with the grade range of the post.

I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:



Person Specification and Shortlisting Criteria

Bar / Catering Assistant

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions and / or CV.

1. Experience of working in a customer facing role
2. Experience of working in a catering outlet – Desirable
3. Ability to register the daily takings
4. Ability (or willingness to learn) about food/drink preparation
5. Food Hygiene Qualification (at least Level 2) or willing to achieve during training period
6. First Aid Certificate or willing to achieve during training period

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- A high degree of commitment to excellent customer care
- Ability to work well in a team
- Work on your own initiative without close supervision
- Good understanding and awareness of equal opportunity and diversity
- Flexible approach to working hours

All staff are expected to comply with all CUSU's policies and procedures.