

## **JOB DESCRIPTION**

**Job Title:** Customer Service Assistant – Catering

**Grade:** Grade 1

**Responsible to:** Team Leader

### **Job Purpose:**

Under the guidance of the team leader, the role holder is responsible in delivering effective and consistent standards and service within the food, beverage and retail outlets. To assist with preparation, presentation and service of food and drink within the directorate.

Putting the staff, customers and a culture of continuous improvement at the centre of what we do, the role holder will assist the team leader in achieving or exceeding financial targets.

To help achieve or exceed financial targets.

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

1. To provide consistently high standards of service at all times when welcoming customers to the outlet; processing sale; answering queries and providing information
2. To prepare and present food and drink, ensure all food products are attractively displayed and correctly with POS correctly positioned. To monitor and track sales via the food app and ensure orders processed in a timely manner.
3. Restocking of food and drink, stock rotation and storage duties
4. To portion and present food and drink; to prepare the counter/trolley/take away area etc. for service; to serve and clear the counters.
5. To serve customers and actively promote sales
6. To prepare and take payments with the use of electronic till and cash up at the end of trade in line with cash handling company procedures and ensuring accuracy of payment transactions

7. To provide the highest possible standards of presentation ensuring that displays, fixtures and fittings and premises are maintained to a high standard of cleanliness; cleaning tables, floors and equipment; washing up manually and using a machine
8. Taking deliveries, checking deliveries for accuracy and product quality
9. Actively control waste
10. Ensure the security of customers, stock and cash at all times.
11. Delivery and collection 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.
12. To assist in the delivery of events and hospitality across the sites including set up, stewarding and break down.
13. To work as part of a wider team across the directorate to deliver organisational objectives and be an ambassador for the department in promoting the aims of the directorate.
14. Working week will be 5 days over 7, including early mornings, evenings, bank holidays and weekends as required by the business.
15. Maintain a high level of personal hygiene and appearance, including adherence to uniform standards
16. To undertake other duties and responsibilities not specifically stated which from time to time are necessary without altering the nature or level of responsibility

## **Health, Safety & Legal**

- Record keeping (i.e. temperature checks). Food safety legislation; taking temperatures of food or fridges and freezers, using correct probe attachment and recording the readings on the correct documentation. Recording planned cleaning tasks on documents. Recording any wastage of stock. Filling in the bar log to document information relevant to the sale of alcohol.
- Ensuring licensing law is adhered to at all times, including service times, refusal of service to anyone under 18 or intoxicated.
- Operate, clean and maintain all equipment safely and in accordance with training including dishwashers, fridges, freezers, cooking equipment etc.

- Ensure all areas of the work environment are hygienic, tidy and free of hazards at all times and work in a way to minimise risks to health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause risk is used according to the CO.S.H.H
- Have a full understanding of the fire evacuation procedure.

## **General Responsibilities**

- Deliver a level of customer service, which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties, which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

## PERSON SPECIFICATION

**Post Title:** Customer Service Assistant

| Attributes                            | Essential Requirements                                                                                                                                                                                                                                                                                                          | Desirable Requirements                                                          |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>Education / Qualifications</b>     | Maths and English GCSE<br>Grades A-C or equivalent                                                                                                                                                                                                                                                                              | Basic food hygiene<br>certificate (or willing to<br>obtain)                     |
| <b>Experience / Knowledge</b>         | Relevant experience working in a<br>similar environment.<br><br>Demonstrable experience of<br>delivering excellent customer service<br>and care                                                                                                                                                                                 | Knowledge of Health and<br>Safety especially in the use<br>of cleaning products |
| <b>Skills / Personal Requirements</b> | Excellent customer care<br><br>Good communicator<br><br>Flexible attitude to working hours<br><br>Willingness to undertake new duties<br>to support colleagues within the<br>team<br><br>This is an active job that requires<br>movement & periods of time on one's<br>feet therefore a good standard of<br>health is necessary |                                                                                 |