

Job Description:
Hospitality Assistant

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| Function: | Catering |
| Job:  | Hospitality General Assistant |
| Position:  | Casual |
| Job holder: |  |
| Date (in job since): | 21/06/2022 |
| Immediate manager (N+1 Job title and name): | Abbas Rampurwala |
| Additional reporting line to: | Sarah Knight  |
| Position location: | Coventry University  |
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|  Purpose of the Job – State concisely the aim of the job.  |
| * Preparing, setting up and delivering a variety hospitality across the campus in Coventry
* Delivering outstanding customer service to our clients, their guests and visitors to The university
* Ensuring the hospitality kitchen and service areas are kept clean and tidy adhering to company standards of health & safety and food safety at all times
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Draft. Version: 27-03-2014

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|  Organisation chart  |
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|  Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Assisting with the preparation of and the serving of all meals and beverages to customers, ensuring great customer service at all times
* Check stock levels and replenish when necessary
* Ensure good knowledge of products on sale and on special offer
* Ensure the hospitality space is presented to a high standard throughout the day and carry out a thorough cleaning at the end of the day
* Ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up
* Ensuring health and safety regulations are followed
* Completing any administration as requested including food temperatures, fridge and freezer temperatures, wastage and cleaning schedules
* Assisting in the effective management of stock and portion control
* To raise any issues or customer suggestions and complaints to the Hospitality Manager and Team Leader
* Assist with the ordering and deliveries as required
* Preparation of all hospitality requirements ensuring all items are available, carry out a service check for each hospitality request
* Keep a record of all hospitality delivered and ensure it is all collected at the stated time
* Ensure hospitality rooms are left tidy
* All used crockery and service ware should be brought back to the kitchen and left in an orderly manner at the wash up.
* Promote good team work and work in a friendly, efficient manner. Actively take part in the sites ‘One team’ ethos
* Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to fire; health and safety; hygiene; working safely; CoSHH
* Accept deliveries following the due diligent paperwork
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|  Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * The ideal candidate for this role will have:
* Previous high volume hospitality/conference & banqueting experience
* Outstanding customer service skills
* Excellent communication skills - written and verbal
* Exacting standards and high attention to detail
* The ability to demonstrate great team work
* The ability to follow instructions
* Work well within a team environment as well as on their own
* Basic knowledge of food hygiene and Health & Safety
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|  Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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