

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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