JOB DESCRIPTION

Position:	**HOSPITALITY ASSISTANT**
Job holder:	
Date:	
Immediate manager	Hospitality Supervisor
Additional reporting line to:	Hospitality Manager
Position location:	Bloomsbury Internal Hospitality, University College London

1. Purpose of the Job
• To deliver World Class Service to our client and customers in line with our Standard Operating Procedures and promote our Brand through excellent customer service.

2. Organisation Chart
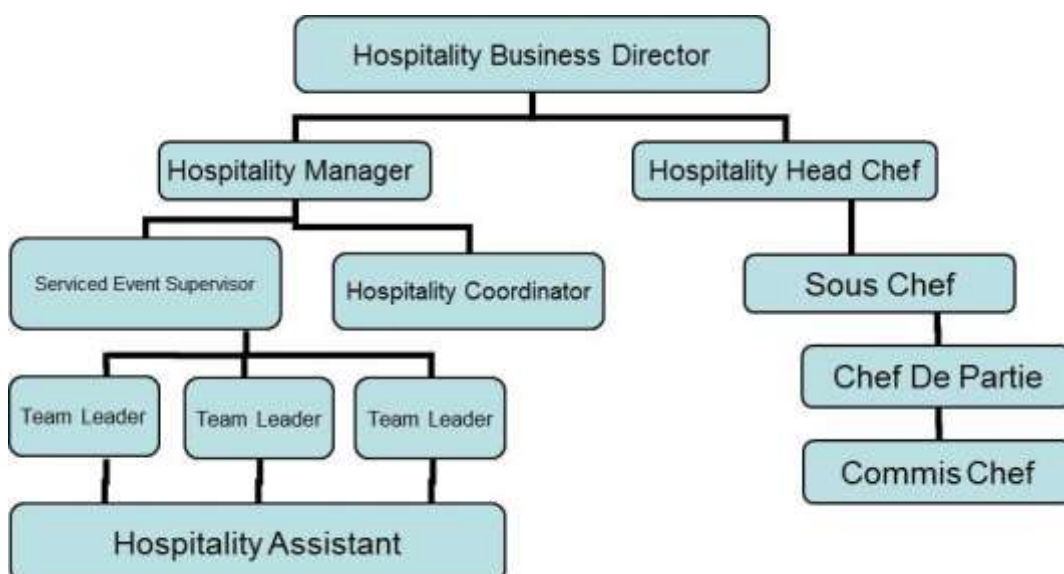
3. Main Assignments

- Meeting and greeting guest should always be carried out with a smile and eye contact
- Staff should be smartly presented and attired in clean and correct uniforms at all times.
- Staff should wear Personal Protective Equipment (PPE) at all times, when appropriate. This includes but not limited to High Visibility Jackets and Protective Shoes.
- All staff should be efficient and organised, and should treat customer service and customer care as a priority.
- Service should be swift, polite and unobtrusive.
- To ensure all hospitality services are efficiently served within the agreed time scale.
- Be flexible with hours and willing to do evening functions and some weekends as required.
- Be ready to perform any reasonable request from your Supervisor/ Manager
- Staff should always effectively respond to and log customer complaints to their Supervisor or Manager.
- To exceed your clients' expectations.
- To have a positive attitude whatever the request might be.
- To respect customers and their confidentiality at all times
- Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to Fire Safety; Health & Safety; Personal Hygiene; Working Safely; Manual Handling, Food Safety and COSHH
- Ensure the safety and security of company and client property and money
- Adhere to the company Cash Handling Procedure
- Ensure all areas within a pantry are clean, hygienic and tidy at all times.
- Complete all tasks as per the cleaning schedule
- Keep Hospitality Trolleys clean and tidy at all times.
- Staff should check all service equipment and furniture is clean, undamaged and ready for service.
- Prepare all hospitality food and beverage as requested.
- Competent knowledge of Hospitality Menus, and clear understanding of the types of Allergens according to the EU Legislation.
- Attend training as required and adhere to the Licensing Act
- Prepare all necessary mis en place for Delivered Events and Serviced Events. Clean & Polish Crockery, Glasses, Cutlery. Prepare Disposables, Coffee, Tea & Sugar boxes, etc.
- China, glassware, and cutlery should be cleaned and polished to the highest standards.
- Event/Dining rooms should be always clean, tidy and correctly set up as per events specification.
- Collection Procedures are followed with all deliveries.
- All used crockery and service ware should be brought back to the kitchen/storage places and left in an orderly manner after the equipment has been washed up.
- Proficient in UCL map and delivery locations
- Assist with daily delivery allocations.
- Assist ordering stock, stock takes and receiving stock deliveries.
- Assist Gatekeeper in recording all delivered orders and collected items.
- Help control stock using FIFO principal (First In First Out) and reduce food waste
- Help control disposal of recyclable material to the correct recycling bins.
- Complete all records as directed accurately and in timely manner
- Follow Closing Procedures to ensure hospitality area is clean and tidy before end of the business day.
- Promote good team work and work in a friendly, efficient manner. Actively take part in team communication, Team Huddles, Monthly Team Meetings.

4. Context and Main Issues.

- Working Safely
- Accident Reporting & First Aid
- Manual Handling
- Hazard Spotting
- Fire Safety
- Electrical Safety
- Slips, Trips & Falls
- Burns & Scalds
- Cuts
- Food Allergens
- Pest Control

- Vehicle Safety
- Food Storage & Temperature Control
- Foreign Body prevention
- Highway Code
- Health & Safety at Work Act 1974
- Food Safety Act 1990
- Licensing Act 2003

5. Accountabilities

- Working together as a team to deliver World Class Service to our Client
- Delivering agreed service to our customers at the time that is stated.
- Interacting with customers to help build customer relations and build brand recognition.
- Reporting all accidents & near misses to line manager to help reduce possible incidents in the work area.
- Report all sightings of pests to line manager to reduce the occurrence of pests
- Serve food in accordance to the Food Safety Policies to ensure food is fit for consumption

6. Person Specification

Preferable:
- Previous Hospitality Experience, in conferencing, hotels and events
- UK Driver's License

Essential:
- Eligible to work in the UK
- A good level of spoken English and the ability to communicate effectively at all levels in delivering the service
- Basic literacy and numeracy skills to deliver the service
- Ability to follow instruction and service methodology
- Positive approach to learning in the role
- Flexible approach to role
- Self-motivated
- Sense of own initiative
- Passion for customer care
- Able to offer commitment, enthusiasm and good manner/attitude
- Experience in dealing with customers face to face
- Ability to work in a team, and help to achieve team goals & tasks

7. Competencies

■ Customer Satisfaction / Quality of Services provided	■ UCL Map
■ Standard Operating Procedure Knowledge	■ Health & Safety, Food Safety Awareness
■ Brand Promotion	■ Hospitality Menus
■ Attentive to customer needs	■ Allergen Awareness
■ Team Engagement	■ Passport to Safety & the Environment
■ Learning & Development	■ Passport to Food Safety
■ Alcohol License Compliance	

8. Declaration

I have received a copy of the Hospitality Assistant Job Description, and I have read and understood the contents.	
Name:	Signature:
Date:	

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