

Job Description:   
Hospitality Service Person

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| Function: | Catering | |
| Position: | **Hospitality Service Person** | |
| Immediate manager  (N+1 Job title and name): | Andrew Haynes, Chef Manager | |
| Additional reporting line to: | Michelle Darby, Deputy Catering Manager | |
| Position location: | Phillips 66 Humber Refinery | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | |
| * To provide hospitality services as required that meets or exceeds the client’s expectations. * To assist the management and chefs with the day to day service of the unit. * To supervise and control the financial services within the dining areas. * To ensure that the standards of preparation service and hygiene are to the Company and Client standards. | | |
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| 2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH.  This will include your awareness of any specific hazards in your workplace * Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard. * To prepare all food with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies. * Service & keep clean all hospitality and storage areas with attention to cleanliness and safety. * Organise the set up, preparation and replenishment of beverages and food in a timely manner to ensure service periods do not stop and requirements are available on time. * Assist with hygienic cleaning of work areas after and during service periods. * Assist with the implementation of cleaning schedules & temperature control to agreed standards. * Promote a friendly working relationship with colleagues. * Promote a good company image to customers and guests by using positive customer service practices. * To undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities. To assist, as required, at special functions, some of which may occur outside normal working hours, for which you will be paid overtime.   equested to attend safety awareness courses and staff safety forums. This will include carrying out and recording safety conversations with other Sodexo staff or others.   * Report any complaint or compliment and take action if at all possible. * To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible. * Smoking only permitted in designated areas. Personal mobile phones must be switched off during working hours. Constraints may change from time to time, see the staff notice boards. * Requested to attend safety awareness courses and staff safety forums. This will include carrying out and recording safety conversations with other Sodexo staff or others   During the course of his/her duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time |

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| 4. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience in working in the food service, catering and/or hospitality industry * Industry acumen and knowledge of catering developments & innovations * Good understanding of budget management * Experience in supervising a team * Experience of working in a similar industry such as food service, catering or hospitality. |

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| 5. Signature   * I agree that I have been fully briefed on my job role and that my job description has been explained.   Employee’s Signature:  Employee’s Name:  Date:  Manager’s Signature:  Managers Name:  Date: |