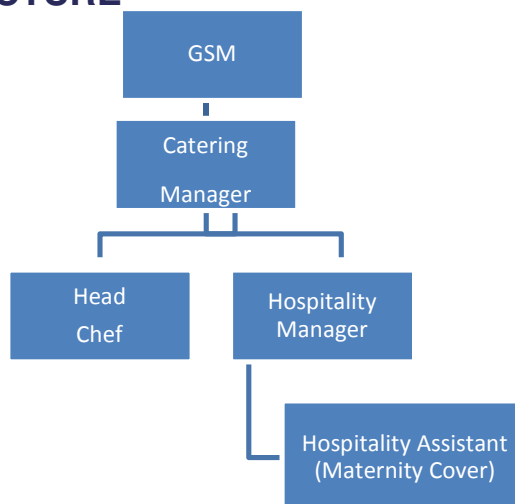


JOB DESCRIPTION

Position Title	Hospitality Assistant	Department	REFM Hospitality
Generic Job Title	FSA	Segment	Corporate Services
Team Band	Unbanded	Location	Shell Centre London
Reports to	Hospitality Manager	Office / Unit name	Sodexo Catering

ORGANISATION STRUCTURE



Job Purpose

To provide a first class service to Guests by providing refreshments as requested. Ensuring that the hospitality areas are kept clean and organised. To support with events and support for the catering services.

Accountabilities or “what you have to do”

- Support all functions within the hospitality/catering workflow duties.
- Meeting room upkeep, set ups, management of linked rooms, support and regular checks,
- Ensuring the Business Centre meeting room environments are clean, tidy and presentable at all times.
- Provision of refreshments and requested items as directed.
- Ensuring Deliveries to Clients are on time, of a high standard and correct.
- Management of the general work area.
- Full understanding of the scope of the Business Centre and the wider FM provision.
- Deliver a consistent high level of customer service to all Hospitality users.

- Dealing direct with facility users and resolving any issues efficiently.
- Assisting and being part of the efficient operation of the RE team by providing internal cover in other departments, taking initiative in colleagues absence from work area and covering when required
- Observe H&S guidelines at all times, ensuring use of safety signs and barriers
- 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. Ensure the safety and security of company and client property
- Complete all records and audits as directed accurately and in timely manner
- Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible
- Report all complaints and compliments to line manager, taking action where practicable
- Actively support and promote the “One Team” ethos of working and supporting between departments.

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- All customer requests and room deliveries are completed on time
- Meetings rooms /Event space are closed down as requested
- The Hospitality areas are kept tidy and clean at all times.
- Deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
- A positive working environment where the ‘One Team’ culture is evident and actively followed
- Work to and comply with all Shell KPIs.
- All tasks completed within service levels
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

Skills, Knowledge and Experience

Essential

- Well Presented
- Hospitality and Events coordination
- Able to communicate on all levels, excellent customer care skills
- Presentable and personable
- Knowledge of H&S
- Attention to detail
- Knowledge of food safety

Desirable

- Knowledge of Wine
- Previous experience of working in a similar service environment via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service.
- Relevant training, qualifications and experience to deliver services in line with legislative an

Contextual or other information

- Any reasonable request from a member of the Sodexo management team
- Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
- To cover different shifts and departments where practicable, some of which may be short notice

Version	1 (Shell Centre)	Date	28/1/17
Document owner	Fred Ocran		