**on-site services**

JoB description

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| Employee |  | Department | Hospitality  |
| Generic Job Title | Hospitality Service Coordinator  | Segment | Universities |
| Team Band | Un banded | Location | University College London  |
| Reports to | Assistant Hospitality Managers  | Office / Unit name |  |

## ORGANISATION StRUCTURE



#### Job Purpose

* To deliver a World Class Service to our client and customers in line with our Standard Operating Procedures and promote our Brand through excellent customer service.

#### Accountabilities or “what you have to do”

* To be efficient and organized, and should treat customer service and customer care as a priority
* To ensure all hospitality services are efficiently served and delivered within the agreed time scales
* To respect customers and their confidentiality at all times including collections.
* Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but is 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.
* To ensure and check all service equipment and furniture is clean, undamaged and ready for service.
* Assign, manage and assist with daily delivery allocations.
* Assist when necessary in ordering stock, stock takes and receiving the deliveries & returns including any breakages, etc.
* Assist/act as gatekeeper in recording all delivered services and collection items.
* Be fully accountable for, control and supervise Hospitality stock using the FIFO principal.
* Complete accurate consumption sheets, hospitality delivery allocation & collections, stock take records in a timely manner.
* Be flexible and able to work different shift patterns and in different locations
* Follow closing procedures to ensure Hospitality area is clean and tidy before the end of business day.
* Promote good team work and work in a friendly, efficient manner. Actively take part and host briefings, Team Huddles & monthly team meetings.
* Identify areas for improvement and potential for new business.
* Ensure that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe.

 **Site specific duties**

* Ensure that all catering offerings and delivery services are to service standards agreed in the client’s contract/ Banquet Event Order.
* Deputize in the absence of the Assistant Hospitality Managers when required to lead Hospitality functions & events in all areas of UCL estate.
* Follow the company’s Health & Safety regulations including COSHH and licensing laws at all times.

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

* Catering and food service within UCL Kitchens delivered consistently and within the Company's.
* Standards, to the contract specification and agreed performance targets, both qualitative and financial.
* Positive feedback from customers, colleagues and key stakeholders.
* Cleaning schedules completed and duties performed correctly, safely and to the required standards.

#### Skills, Knowledge and Experience

* An interest in own self-development with previous experience in conferencing, hotels and events.
* Personal license holder
* Full UK driving license
* Complaint Handling
* Good level of communication and spoken/written English
* Strong levels of personal hygiene and presentation
* Experience of working in a team & of being a “team player”
* Basic food hygiene qualification
* Basic Health and Safety qualification
* COSHH knowledge

#### Contextual or other information

* Flexibility in hours worked would within the original contract of work be required as some business need may be outside of normal / routine working hours.
* Weekend work is not the norm.
* Bank Holidays are not usually working days

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| Document owner | Jason Trotter / Neil Whittle |