

JOB DESCRIPTION

Position Title	Food and Beverage Assistant	Department	Public Catering
Generic Job Title	Food and Beverage Assistant	Segment	Sports, Leisure and Travel
Team Band	Banded/Un-banded	Location	Everton FC
Reports to	Retail Manager	Office/Unit name	Everton FC

ORGANISATION STRUCTURE



Job Purpose

- To work flexibly in line with business demands.
- To drive customer satisfaction and embed customer advocacy.
- To drive performance through adherence to all promotional activity and marketing initiatives.
- To maximise the profitability of the public sales function by upselling and strict adherence to packages, prices and promotions.
- To sell and supply of alcohol whilst maintaining adherence to the site Premises Licence. To operate the Sodexo Challenge 25 policy and ensure that alcohol is not brought onto or taken off the premises.
- To attend the match day briefing, ensuring that service delivery is as per instruction.
- To complete all appropriate paperwork, including H&S documentation, bar documentation as per the Stand Manager and Team Leader request.
- To ensure that seamless delivery of the public catering service operation.
- To welcome all guests and provide excellent levels of customer service
- To ensure that the Sodexo Health and Safety Policy, Zero Harm Culture and Have a Safe Day campaign is adhered to at all times.
- To report any accidents, incidents and near misses to your line manager with immediate effect.
- To serve food and beverages.

- To ensure that the Sodexo Food Safety policy is adhered to at all times.
- To ensure strict compliance to the Sodexo dress code.
- To report any issues in regard to service standards, maintenance and health and safety in a timely manner to your line manager.
- To carry out all reasonable requests from the Senior Public Catering Team.
- To work in all areas of the business as directed and at the discretion of the Senior Public Catering Team.

Accountabilities

■ Customer Advocacy

You will demonstrate excellence in customer service at all times. You will manage customers proactively, ensuring their expectations are exceeded through anticipating customer needs and acting on customer feedback. You will champion customer advocacy within own team to deliver better service and drive customer retention.

■ Service excellence in Retail, Catering and Leisure

You will drive all aspects of service excellence in your role, including brand integrity, quality, compliance with Sodexo's corporate social responsibility and service standards. You will demonstrate an understanding of the importance that the brand, service consistency and customer loyalty plays in generating repeat and new business.

■ Risk, governance and compliance

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within this business. As guardian to Sodexo cash and stock you are accountable for any discrepancies incurred intentional or otherwise by self. You will champion food hygiene and safety. You will provide resilient and consistent application of policies, processes and procedures ensuring full compliance and understanding of all company risk, reporting and governance processes.

Key performance indicators (KPIs)

- Contribution to gross profit and improvements to budget performance as determined by segment business objectives
- Service standards on all events are in line or exceeding customer expectations.
- Visit Football Survey results.
- Exceeding budgeted expectations in terms of spend per head and revenue.
- Audits in health & safety; environment; risk; client satisfaction; and quality
- Having a positive working relationship with all internal clients and customers.
- Customer and Client retention.

Skills, knowledge and experience

Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level.
- Good numerical and written/verbal communication skills
- Knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in sector including cash handling and customer service
- Able to demonstrate attention to detail and adherence to standards

Desirable

- Basic Food Hygiene qualification
- Basic Health and Safety qualification

Contextual or other information

- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule and location within the business will be required at times
- This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an out-line indication of the areas of activity and will be amended in the light of changing needs of the organisation.

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