

Job Description  
Hospitality Assistant

Clifton College

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| Function: | | | | Independent Schools | | | | | | | | |
| Job: | | | | Hospitality Assistant | | | | | | | | |
| Position: | | | | Hospitality Assistant | | | | | | | | |
| Job holder: | | | | TBC | | | | | | | | |
| Date (in job since): | | | | TBC | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Hospitality Manger | | | | | | | | |
| Additional reporting line to: | | | | Catering Manager | | | | | | | | |
| Position location: | | | | Clifton College | | | | | | | | |
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| 1. Purpose of the Job – To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement. | | | | | | | | | | | | |
| * To provide an efficient and friendly service to customers/clients in accordance with Sodexo and Clifton’s Standards * Ensure the presentation and agreed standard of hospitality is always per specification and at its highest. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY18: | n/a | | EBIT growth: n/a | |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a | |
| EBIT margin: n/a | |  |
| Net income growth: n/a | |  | Outsourcing growth rate: | n/a | HR in Region | n/a | |
| Cash conversion: | | n/a |
| Characteristics | |  | | | | | | | | | | |

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| 3. 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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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Day to day assistance of all hospitality operations within the unit * To liaise with the hospitality manager/supervisor to review scheduled functions and events * Assist with preparation, setting up of furniture and equipment for the functions and events * To ensure that the food and beverage service and the function or event is performed at all times in a professional manner and to the style specified by the hospitality manager * To communicate with the staff in the kitchen and at front of house. * To ensure that all equipment is efficiently prepared and transported to the event venue and is clean and cleared away after service. * To report all complaint and concerns to the hospitality manager. * Making sure hospitality area is clean and tidy at all times * Work within any area of catering as required. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1. *Comply with all company and statutory regulations relating to Health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the work place.* 2. *Ensure high standards of personal performance, hygiene, appearance and cleanliness at all time.* 3. *Communicate well and demonstrate a pleasant and polite efficient, caring and friendly service to all customers in all areas of the restaurant and the catering department.* 4. *Setting up of hospitality equipment on trolleys ready to be delivered.* 5. *Ensure that adequate stocks and refreshment are laid out for service periods and prepared for service areas.* 6. *Serve all meals and functions efficiently, carry out all necessary waiting duties and clean down as required to the unit standards.* 7. *Clean down dining areas at the end of each service – undertake all aspects of cleaning – equipment, walls up to 6ft, floors, fixtures, fittings, pots, pans, cutlery, crockery, glassware etc., to the required standards according to the cleaning Rota or as required.* 8. *Participate in any necessary training and team meetings as required to complete job responsibilities to the company’s and clients standards – health and safety, food hygiene.* 9. *Work as a team, to promote a harmonious working relationship the Sodexo team.* 10. *Report immediately and incidents of accident, fire, theft, loss, damage, unfit food or other irregularities and take such action may be appropriate.* 11. *Comply with all Sodexo Company policies/procedures and client site rules and regulations.* 12. *Comply with all Company and client policies and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire, COSHH. This will include awareness of any specific hazards in the work place and training of staff in these.*   **IRREGULAR DUTIES:**   1. To assist as required at special functions some of which may occur outside of regular hours, for which you will be paid overtime 2. To report any complaints and take action where possible 3. To report any incident of accident, fire, theft, loss damage and take action as may be appropriate or possible. 4. To attend meetings and courses as required. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To be smartly dressed wearing provided company uniform, polite, professional and friendly at all times, with customers, clients & colleagues. * To ensure the highest level of customer care is adhered to at all times * To demonstrate a can – do attitude towards individual customer requests and strive to exceed customer expectations * To acquire a good knowledge of all products in order to be able to advise individual customers on their product choice * To actively gain feedback, passing on comments gained to your line manager   To ensure any job asked is performed and completed to the best of your ability. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Self-motivated * Hard working * Pro-active * Ability to work as part of a team or individually as needed * Work with the team to cover all areas of the business and achieve high standards * Attention to detail |

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| 9. Management Approval – To be completed by document owner |
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