

Casual General Catering Assistant – Commercial Services

Salary: £8.38 per hour on Grade 1

Contract Duration: Permanent

We are currently recruiting customer focused General Catering Assistants to work on an as and when required basis to join our expanding catering team within Bangor University. There are six posts available.

Main Duties and responsibilities of the role include:

- Providing efficient and effective customer service.
- Being fully conversant with the cash handling systems in operation.
- Assist with any food preparation, within the outlet, as instructed by the Chef or Manager.
- Being responsible for the cleaning and care of all equipment in the area of work.

The ability to communicate in Welsh is Essential for this role.

Please send your CV to: a.church@bangor.ac.uk - Mrs Angela Church, Head of Catering.

Closing date for applications: 20th January 2019.

Committed to Equal Opportunities

Job Title: Bar/Catering/Retail Assistant, Grade 1

Department: Conference and Catering, part of the Commercial services Department and during your employment you could be liable serve elsewhere in the University according to operational requirements

Hours of Work: variable to a maximum of 36.25 per week

Location: variable as rostered by line manager

Responsible to: Shift Team Leader

Job Outline: To ensure high standards of service and operation in Bar/ catering/ retail outlets

Core Responsibilities:

- To provide an efficient and effective customer service as required by the department.
- To be responsible for the cleaning and care of all equipment in the area of work.
- To be fully conversant with the cash handling systems in operation.
- To assist with any food preparation, within the outlet, as instructed by the Chef or Manager.

Duties:

- To assist in the day to day running of the counter service, including the setting up of all counters, table clearing, merchandising, presentation of food products, and assistance with stocktaking.
- To present and serve beverages and maintain bar & restaurant systems in accordance with set standards and in compliance with all legal requirements.
- To assist in the daily maintenance of the unit ensuring that all defined Standards of Performance are achieved.
- The cleaning of all cutlery, crockery, glassware & service utensils in accordance with the Standards of Hygiene.
- To take cash and to complete end of day banking details.
- To attend relevant training courses, to enhance working skills and knowledge.
- To ensure the highest quality Customer Care to all customers.
- To wear correct clean and laundered Uniform.
- To carry out any other duties as required

Personal Qualities/ Skills	<u>Essential</u>	<u>Desirable</u>
Organisational Skills	<ul style="list-style-type: none"> • Methodical • Quick and Accurate • Attention to detail • Ability to cope with changing demands • Ability to work in a pressured environment 	<ul style="list-style-type: none"> • Anticipates demands
<u>Technical skills</u>	<ul style="list-style-type: none"> • Excellent customer focus • Sales driven • Team motivation • Food service skills • Bar service skills 	<ul style="list-style-type: none"> • Cellar work • Personal Licence Holder or BII certificate • Ability to deal with customers who are under the influence of alcohol • Drugs awareness • Full driving licence • Basic Food hygiene • H&S awareness • Food service skills • Bar service skills
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Confident • Able to act on own initiative • Team player • Flexible • Calm under pressure • Customer focused • Positive can do attitude 	<ul style="list-style-type: none"> • Innovative • Problem solver
<u>Communication</u>	<ul style="list-style-type: none"> • Can communicate clearly verbally 	<ul style="list-style-type: none"> • Confident to communicate clearly at all levels

