

Job Title: Café / Beverage Assistant

Hours: 37 hours a week

Scale: Scale 2 (14,719-16,231)

Accountable to: Catering Services Manager / Café & Beverage Supervisor / Chef

Key Objectives: To support the Event Management and Food & Beverage Services Team in providing a seamless service for Guildhall customers in all aspects of the business and services provided.

**a) Customer Service**

- To take responsibility for operational and customer service requirements, ensuring that customer needs are met fully and efficiently on a day-to-day basis;
- A key player in the day to day running of eighteen71 and its facilities, ensuring all duties are completed in a timely organised manner
- To provide a customer focused service provision for eighteen71, in meeting room catering and bar provisions within the venue or other Winchester City Council buildings
- To handle payments and charges in a professional manner in line with the WCC cash handling policy.

**b) Guildhall Operations**

- To work within eighteen71 and other Guildhall catering to deliver food & beverage in line with menus.
- To operate an effective delivery and collection of meeting room refreshments both in the Guildhall and other council office meeting rooms.
- To provide excellent service for the eighteen71 café and bar service areas within the Guildhall.
- To ensure all stock, produce and equipment is handled in the correct manner and stored in line with set procedures.
- To follow the Guildhall Food Management Plan
- To report all equipment maintenance issues to the Catering Services Manager
- In the absence of the Catering Manager/Café supervisor to lead all casual and agency staffing in line with the Guildhall's procedures and expectations.
- To ensure that the café and catering services areas are always presented in the best possible way.
- To assist with the cleaning of all catering areas before and after service.
- To help ensure full compliance with all licensing, fire, health and safety environmental health and hygiene regulations and brief ad hoc staff and customers on relevant procedures.
- To assist in the setting up and subsequent clearing of all rooms being used for events in accordance with the daily working diary, event sheets and other event specific paperwork.

- To be responsible for ensuring the venue is always presented to a show round standard, before, during and after events.

**c) Features of the Post**

- Hours will be offered on a week to week basis as required by the level of business and will involve some weekend and evening working on a rotation basis.
- The post holder will be expected to undertake any duties / responsibilities within the organisation to the grade / scale of appointment
- Due to licensing regulations all post holders must be 18 years or above.



## PERSON SPECIFICATION

**JOB TITLE** Café / Beverage Assistant

**POST NUMBER:**

**DEPARTMENT:** Corporate Governance /  
Estates / Guildhall

**DATE:** December 2015

Requirements		Weighting	Assessment Method
Skills	IT literate, particularly Microsoft Office	2	A/I
	Strong interpersonal skills	3	I
	Customer orientated	3	A/I
	Able to work on own initiative	3	A/I
Experience	Working in a similar customer focused environment	3	A/I
	Previous experience of a conference and events venue	3	A/I
	Previous experience of a catering or bar services	3	A/I
	Previous experience of cash handling & numeracy skills	3	A/I/T
	Experience of using a till	2	A/I
Personal Qualities	Able to communicate to colleagues and clients confidently.	3	I
	Remain calm under pressure.	2	I/Q
Specific Job Requirements	Experience of food provision within a similar style venue.	3	A/I/R
	Proven track record of catering provision within a similar style venue including cooking preparation,	3	A/I/R
	Basic Knowledge of Health & Safety	3	A/I/R
		2	A/I
Qualifications	GCSE (or equivalent at grade C or above) in English and Maths	3	A/Q
	Further education experience in a hospitality related field desirable	2	A
	Candidate must meet the age restrictions of the post	3	A/I

### Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

### Assessment

Application Form

A

Interview

I

Tests

T

References

R

Presentation

P

Evidence of Qualifications

Q