



Job Description

Job title:	Casual Waiting Staff
Department:	Catering Front of House
Purpose of the role:	Front of House, serving customers
Reporting to:	FOH Supervisor
Reporting to the post holder:	N/A
Financial responsibility:	N/A
Salary and Salary Band:	£9.50 per hour
Hours:	Shift pattern
Working environment:	Within Catering Department, including dining and service areas

Main duties

- Deal efficiently, effectively and courteously with all customers at all times.
- Ensure that all complaints are reported to the Manager on duty, and are dealt with correctly.
- To ensure all health, safety and hygiene rules and procedures are followed at all times.
- To ensure that they are able to advise customers on any matters regarding allergens and dietary needs.
- Attend briefings and training sessions as required.
- To report punctually for duty with clean, tidy appearance, dressed in accordance to the College standards.
- To serve all food and drink in a polite, efficient and courteous manner and on time according to the given briefing.
- Make sure the area of work is kept clean and tidy at all times.
- To operate, when required, an electronic till and handle cash in a responsible manner.
- To advise customers on the products on sale when necessary.
- Check opening food stocks are correct and ensure all menu accompaniments are available.
- To assist with the correct completion of stock sheets.
- To assist with cashing up procedures as required in an accurate and timely manner.
- Undertake any other duties deemed reasonable by the Manager/Supervisor in order to meet the demands of the business.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good general education 	
Skills, knowledge, experience	<ul style="list-style-type: none"> • Some experience in food handling and serving food. 	
Personal attributes	<ul style="list-style-type: none"> • Good working English, to interact with team and with customers. • Must be well-presented, polite and friendly and able to deal with a wide variety of people. • Punctuality, sense of responsibility, detail-conscious 	<ul style="list-style-type: none"> • Previous customer service experience or qualifications is desirable.