



Candidate Information

Position:	Hospitality Assistant
School/Department:	Campus Food and Drink
Reference:	19/107664
Closing Date:	Monday 5 August 2019
Salary:	£16,146 to £17,079 per annum (potential to progress to £17,751 per annum through sustained exceptional contribution).
Anticipated Interview Date:	Thursday 15 August 2019

JOB PURPOSE:

To provide a full support service to customers and guests of Riddel Hall to ensure that they have a first class customer experience during their stay. The role will incorporate setting up of rooms in the required layout, provision of food and beverages, portering duties and basic IT support to enable customers to use the equipment in the various rooms.

MAJOR DUTIES:

1. To serve and assist customers and guests attending functions or hiring the facilities on a commercial basis so that they have a first class customer experience.
2. To ensure that all rooms and catering areas are set up in the manner requested by the customer at the various times of the day. The Conference and Banqueting Host will work with the Riddel Hall Supervisor and Conference and Bookings Officer to establish customer needs and to reflect any changes which the customer may make to their requirements.
3. To have responsibility for checking rooms and opening and closing procedures, to be a key holder and ensure that the building is prepared for clients on a daily basis.
4. To offer a portering service to guests if required and to ensure that all furniture and materials are appropriately stored within Riddel Hall.
5. To work as part of a Catering Team and under the direction of the Riddel Hall Supervisor to serve food and beverages to guests and customers throughout Riddel Hall whether in the Executive Lounges or in the more formal setting of lunch and dinner.
6. To ensure that all work undertaken complies with health, safety, hygiene and licensing policies and procedures as agreed by the University. To have a full understanding of Fire Regulations and Evacuation Procedures at Riddel Hall.
7. To provide support for customers who wish to use the equipment in the rooms. This would involve helping them to get set up and to use screens, projectors etc.
8. To assist in compiling and maintaining records of stocks, inventory lists of equipment and stores and to be responsible for keys to areas of the building as agreed with the Riddel Hall Supervisor.
9. To work effectively with colleagues to ensure a harmonious working environment where all staff are treated with respect and all activity is customer focused.
10. To ensure that any complaints and difficulties are dealt with courteously and in an efficient manner and are reported to the Riddel Hall Supervisor.

Planning and Organising:

1. Agreeing and planning work priorities under the supervision of the Riddel Hall Supervisor, in response to levels of business and customer needs.
2. Organising room change overs, furniture and catering requirements.
3. Working as part of a catering team to plan delivery of food and beverages as required.
4. Organising support for customers as required, along with the rest of the Riddel Hall team.

Resource Management Responsibilities:

1. Responsible for the safe keeping of equipment in the rooms/kitchen area. Responsible for handling furniture and fixtures in an appropriate manner.

2. Responsible for safeguarding and returning keys.
3. Handling cash and debit card transactions in within Riddel Hall, following established procedures.

Internal and External Relationships:

1. Maintaining strong working relationships with colleagues.
2. Delivering a customer first service.
3. Friendly, professional and appropriate.

ESSENTIAL CRITERIA:

1. Secondary School education
2. At least one year's relevant experience working in a customer facing role.
3. Experience of using computer packages eg. Word, Excel.
4. Good level of Numeracy and literacy skills.
5. Basic knowledge and understanding of the importance of systems and procedures such as health and safety requirements.
6. Basic cash handling skills.
7. Good personal presentation.
8. Good oral and written communication skills.
9. Good interpersonal skills.
10. Ability to work on own initiative and as part of a team.
11. Positive attitude.
12. Flexibility in approach to the role in keeping with any customer based job.
13. Willingness to working evening and weekends.
14. On the job training will be given in the operation of cleaning and food preparation equipment, till operations and Silver Service training.
15. This job involves long periods of standing and walking, and will also include the carrying of heavy items from time to time.

DESIRABLE CRITERIA:

1. NVQ L2 or equivalent in relevant area e.g Food and Beverage, Catering, etc.
2. Relevant experience within food and beverage, events, or a busy hospitality operation.
3. Bar experience
4. Working knowledge of providing basic IT and facilities support e.g. setting up rooms, projects, screens.
5. Knowledge of or interest in the Hospitality/conferencing industry