**JOB AND PERSON DESCRIPTION**

**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Front of House Assistant full-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Catering</td>
</tr>
<tr>
<td>Job purpose:</td>
<td>To ensure the highest levels of customer service and hygiene are maintained in all front of house areas.</td>
</tr>
</tbody>
</table>

**Specific duties:**

- Assist with the day-to-day running of a busy catering operation.
- Maintain customer areas to a high presentational standard.
- Maintain high levels of customer service.
- Maintain agreed standards of personal presentation.
- Be familiar with current menus, ingredients, and allergen information.
- Work well within a team, attend briefings and team meetings when required.
- Be responsible for food safety, health & hygiene and show a competent level of understanding.
- Attend training courses as required.
- Maintain cleaning schedules to our high standards.
- Comply with current legislation regarding food safety, health & safety and HACCP compliance.
- Report any accidents to your supervisor.

**Works with:**

- Dining Hall Supervisor, Kitchen and Café Staff

**Responsible for:**

- Customer standard levels

**Responsible to:**

- Dining Hall Supervisor
QUALIFICATIONS: The ability to understand and respond to job-related instructions and questions in the English language

EXPERIENCE: Experience in customer service

SKILLS: Organised, Able to work to deadlines

SPECIAL REQUIREMENTS: Weekend and evening working

REVIEW

These job and person descriptions are non-contractual

Current incumbent: Vacant

Reviewed by Head of Department:

Signature:

Name: Ivan Higney

Date: 23/11/2021