# Job Description

**Job title:** Front of House Assistant full-time  
**Department:** Catering  
**Job purpose:** To ensure the highest levels of customer service and hygiene are maintained in all front of house areas.

**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
### PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications:</th>
<th>The ability to understand and respond to job-related instructions and questions in the English language</th>
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</thead>
<tbody>
<tr>
<td>Experience:</td>
<td>Experience in customer service</td>
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<tr>
<td>Skills:</td>
<td>Organised</td>
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<td>Special requirements:</td>
<td>Weekend and evening working</td>
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### REVIEW

These job and person descriptions are non-contractual

<table>
<thead>
<tr>
<th>Current incumbent:</th>
<th>Vacant</th>
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Reviewed by Head of Department:

Signature:

Name: Ivan Higney

Date: 31/01/2022