JOB AND PERSON DESCRIPTION

JOB DESCRIPTION

Job title: Casual Staff FOH
Department: Catering
Job purpose: To ensure 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.
- Assist in the serving of breakfast, lunch, dinner and feasts as required.
- 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: Catering manager, Butler, front of house staff
Responsible for: Customer standard levels
Responsible to: Butler

PERSON DESCRIPTION

<table>
<thead>
<tr>
<th>Essential:</th>
<th>Desirable:</th>
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</thead>
<tbody>
<tr>
<td>Qualifications:</td>
<td>Key Skills English &amp; Maths</td>
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<tr>
<td>Experience:</td>
<td>NVQ 2 in Customer Service</td>
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<tr>
<td>Experience:</td>
<td>Knowledge of College Catering</td>
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<tr>
<td>Skills:</td>
<td>Organise and work to deadlines</td>
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<tr>
<td>Special requirements:</td>
<td>Food Hygiene certificate</td>
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<tr>
<td>Special requirements:</td>
<td>Organise displays</td>
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</tbody>
</table>
These job and person descriptions are non-contractual

Current incumbent: New post

Reviewed by Head of Department:

Signature:

Name: Ivan Higney

Date: 3rd May 2018