**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.
- 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><strong>Qualifications:</strong></td>
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</tr>
<tr>
<td>The ability to understand and respond to job-related instructions and questions in the English language</td>
<td>NVQ 2 in Customer Service</td>
</tr>
</tbody>
</table>
## JOB AND PERSON DESCRIPTION

<table>
<thead>
<tr>
<th>Experience:</th>
<th>Skills:</th>
<th>Special requirements:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Experience in a catering environment</td>
<td>• Organised</td>
<td>• Weekend and evening working</td>
</tr>
<tr>
<td>• Knowledge of College Catering</td>
<td>• Able to work to deadlines</td>
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<tr>
<td></td>
<td>• Food Hygiene certificate</td>
<td></td>
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<tr>
<td></td>
<td>• Barista skills</td>
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</table>

### Key skills maths

**Experience:**
- Experience in a catering environment
- Knowledge of College Catering

**Skills:**
- Organised
- Able to work to deadlines
- Food Hygiene certificate
- Barista skills

**Special requirements:**
- Weekend and evening working

### REVIEW

These job and person descriptions are non-contractual

<table>
<thead>
<tr>
<th>Current incumbent:</th>
<th>Vacant</th>
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</thead>
</table>

Reviewed by Head of Department:

Signature:

Name: Ivan Higney

Date: 14/5/2021