JOB DESCRIPTION

OUR PURPOSE: To represent, support and enhance the lives of University of Sheffield students

JOB TITLE: Bars & Catering Assistant

DEPARTMENT: Bars & Catering Outlets

REPORTING TO: Outlet Manager, Assistant Managers and Supervisors

JOB PURPOSE: To serve food and drink to customers and assist in the smooth and efficient running of outlets, ensuring customers always have a positive experience.

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<th>MAIN RESPONSIBILITIES</th>
<th>KEY RESULT AREAS</th>
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| 1. Deliver outstanding levels of customer service at all times | • Customers served courteously and efficiently
• Staff work together effectively as a team
• Positive customer feedback received
• High satisfaction responses to surveys, NPS, awards etc |
| 2. Maintain excellent knowledge of products and offers, and communicate these appropriately to customers | • Correct food and drink products are served to customers with care taken over presentation
• Accurate food orders taken
• High uptake of product offers |
| 3. Efficient operation of the tills and accurate processing of transactions | • Correct price charged at all times
• Ensure correct change is given to customers |
| 4. Maintain a high standard of cleanliness in all areas of the outlet, including the collection of glassware and crockery, and the washing of glasses | • Tables are cleared and cleaned promptly
• Spills and breakages are cleared up promptly
• Bar is kept clean during the session
• Outlets are cleaned in accordance with the cleaning schedule at the end of each session |
| 5. Good knowledge and application of the Alcohol Awareness Policy | • No underage customers are served
• Alcohol is served in a responsible manner at all times |
| 6. Ensure stock is stored and replenished in accordance with outlet procedures | • Fridges are full and well presented
• Stock is rotated appropriately
• Any issues with stock are reported |
| 7. Ensure compliance with relevant: licencing laws; Food Standards Agency regulations; and health & safety legislation | • Attaining a Food & Safety Level 2 passing qualification if working in direct catering area. |
| 8. All other appropriate duties as and when required by the shop management team | • Enthusiastic and flexible approach to work
• Proactively seeks out tasks |
## PERSON SPECIFICATION

**KEY:**  
* A = Application Form;  
* I = Interview;  
* E = Essential;  
* D = Desirable

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<th>CRITERIA</th>
<th>E / D</th>
<th>Assessed Via</th>
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| **Personal Skills:**  
• Passionate about delivering exceptional levels of customer service  
• Understanding of, and commitment to, effective teamwork  
• Excellent communication skills  
• Honest and trustworthy  
• Able to maintain high standards when under pressure | E | A/I |
| **Experience:**  
• Previous work in a customer service environment | D | A/I |
| **Attitude:**  
• Commitment to working in line with our Staff Behaviours  
• Friendly, outgoing, polite and courteous with staff and customers alike  
• Self-motivated and capable of working on own initiative  
• Positive attitude with a flexible and ‘can-do’ approach to work | E | I |
| **Qualifications / Training:**  
• Essential Food Hygiene training  
• Previous Customer Service training | D | A |
| **Additional requirements:**  
• Excellent time keeping and reliability  
• Professional and presentable appearance with good personal hygiene  
• Awareness of how the Students’ Union is run and commitment to its core values | E | A/I |

**Staff Behaviours:** The following behaviours have been developed in line with our organisational strategy for staff to aspire to, and be measured against, as part of their annual performance review and ongoing development:

- Delivers service excellence  
- Communicates effectively and works as a collaborative team  
- Builds strong working relationships  
- Demonstrates social responsibility, recognises ethical and environmental working and complies with legal requirements  
- Creates and maintains a ‘can do’ culture  
- Demonstrates financial awareness and optimises the use of resources  
- Demonstrates creativity and innovation  
- Demonstrates effective decision-making and problem-solving