

Job Description

Service:	Leisure & Health
Job title:	Burgess Hall - Hospitality Assistant
Grade:	A
Hours of work:	Variable
Responsible to:	Hospitality Manager, Events Operations Manager, Events & Hospitality Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

To provide a high-quality bar and catering service whilst maintaining the highest standards of customer service.

Duties include:

- Serving food and beverages
- Taking orders including payments of cash and card
- Keeping the bar area clean and well-stocked
- Checking identification of the guest to make sure they meet age requirements for purchase of alcohol products
- Mixing ingredients to prepare cocktails and other drinks

Key Deliverables:

1. Maintain excellent standards of customer service and ensure that the service adheres to all legal requirements.
2. Monitor and maintain the safety and welfare of customers and staff within the hospitality facilities and ensure the correct behaviour and use by customers of hospitality facilities.
3. Daily tasks will include; food and drink preparation and service delivery in accordance with existing cleaning schedules and standards; cash handling; and to work within hospitality operating procedures.
4. Ensure that bar and catering facilities are made secure when not in use.
5. Maintain stock records in accordance with procedures.
6. Maintain safe and hygienic conditions relating to the storage and sale of food and beverage.
7. Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
8. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
9. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC from time to time and the changes and developments within HDC

Knowledge and Qualifications	Basic level of literacy (no formal qualification required). (E) Basic food hygiene certificate. (D) Appropriate First Aid qualification. (D) An Understanding of (D): Risk Assessment COSHH First Aid Reporting Health & Safety Issues Hospitality Operations IT Literacy (D): MRM Mgt System MS Word MS Excel
Experience	Experience of working within a customer service environment. (D) Experience working within a hospitality environment. (D) Cash Reconciliation (E) Food Preparation (E)
Skills and Abilities	Excellent communication and interpersonal skills (E) Ensures the effective and efficient use of time and resources (E) Is prepared to adapt their approach to overcome obstacles (E) Re-prioritise appropriately when faced with a change in requirements (E)
Decision Making and Impact on Others	Makes and communicates clear decisions (E)

	Balances risks and benefits of various options and decisions (E) Makes unpopular decisions where necessary (E) Takes responsibility for the outcomes and impact of their decisions and those they delegate (E) Considers all relevant data when making decisions (E)
Communication with Internal and External Customers	Internal: Hospitality Staff & other Facility Staff via face-to-face. Dealing with day-to-day operational issues. Communicating problem solving on a day-to-day basis. External: Customers, the public & suppliers via face-to-face & telephone. Day-to-day delivery of the highest quality hospitality service. Receipt of stock delivery. Internal customer contact 20 % External customer contact 80 %
Personal Attributes and Other Requirements	Be a good team worker demonstrating loyalty and commitment to the organisation and team members (E) Challenges the status quo: suggests new approaches to old problems (E) Promotes and demonstrates continual improvement (E) Generates new ideas and creative solutions (E) Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge (E)

	Shares innovative practice with others (E) Develops and maintains productive relationships with internal and external customers (E) Delivers what they have agreed with the customer (E) Takes action to exceed customer expectations (E) Advocates customer satisfaction as a key value for themselves and the council (E) Deals effectively with dissatisfied customers (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults



Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.