

Job Outline

Job Title:

Casual Food and Beverage Assistant

Basis:

Casual

Salary:

Grade 9

Base:

Bryngarw House

Accountable to:

Food and Beverage Manager

Accountable for:

N/A

Your Role:

This is an exciting opportunity to play a vital part in the delivery of our events and functions at Bryngarw House (Brynmenyn).

Working as part of a dedicated customer focussed team you'll be helping to deliver our weddings and functions.

Maintaining the highest standards of customer care and a professional approach, you will be instrumental in ensuring we continue to provide a first class customer experience

In this role, you will:

- At all times demonstrating the highest standards of welcome and care when assisting customers.
- Serving customers efficiently with food and drink orders .
- Giving advice, guidance and recommendations on menu selection, facilities and venue information to ensure a positive guest experience.
- Handling customer complaints professionally, appropriately and in line with management guidance.
- Ensuring a good knowledge of available beverages, products and services
- Keeping a clean and tidy work environment at all times
- Keeping up to date with new menu items and creating displays
- Responsible for security (product and cash), taking payments accurately and being vigilant for fraudulent credit cards etc.
- Working within established guidelines and operating procedures
- Reporting any accidents or near misses
- Applying high levels of hygiene, sanitation and safety at all times
- You will adhere to our dress code and the correct uniform at all times
- Ensuring that all Company and Client policies and procedures, site rules and statutory regulations relating to Food Safety, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH are adhered to
- You will be aware of all Fire and Emergency Evacuation Procedures and ensure that normal precautions are taken to protect against fire and safety hazards

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General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and value in all that you do.
- Ensure that activities are completed in accordance with Awen's commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business

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Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E)**):

- Leads by example is well presented, professional and has a can-do attitude.. (E)
- Friendly, and approachable, enjoys working as part of a team and sharing best practice (E)
- Commitment to personal development.
- Welcomes and embraces change with a positive attitude (E)
- Passion for excellent customer service with a keen interest in food (E)
- Adaptable and flexible to meet demands (E)
- Enjoys creating a person rapport with customers. (E)
- Demonstrates a proactive and positive attitude whilst embedding Awen's values throughout.
- Contributes ideas and solutions and able to apply them in order to improve.

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Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Excellent organisational Skills (E)
- The ability to think on your feet and make effective decisions whilst working in a busy environment (E)
- Excellent communication skills including active listening (E)
- Excellent time management skills to ensure food is served promptly (E)
- Knowledge of safe working and food hygiene practices
- Ability to work unsupervised in a busy environment demonstrating a confident and self-motivated attitude (E)
- Basic Food Hygiene Qualification.
- NVQ in Customer Service or be able to demonstrate similar through experience
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Ability to speak Welsh

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