

## Job Description

Staffordshire University Services Ltd

### General Details

Job title:	Hospitality Assistant (ECS19/12RA)
School/Service:	Estates & Commercial Services - Catering
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	Part Time, Part Year, Working 15 Hours per Week for 36 Weeks Per year Saturday and Sunday
Grade/Salary:	Grade 1
Date Prepared:	October 2019

### Job Purpose

Costa baristas perform several job duties including providing excellent customer service to our staff and students.

Baristas at Costa take orders and make coffee, tea, and other drinks to customer specifications.

Costa baristas will also operate cash registers and credit card machines.

### Relationships

Reporting to:	Catering Manager/Head Chef/Team Leader, Supervisor
Responsible for:	Non-Applicable

### Main Activities

Whilst flexibility is required at all times, the main focus and specific range of duties for each role of Hospitality Assistant will vary depending upon the location of the role, the particular strengths of individuals and the range of business demands at any time. The typical range of duties of this post will include:

- Provide excellent customer service.
- Prepare and serve food within correct portion control as directed.
- Ensure food is displayed and restocked appropriately in the retail area.
- Ensure that an adequate supply of food products, crockery and cutlery etc. is available for customer use.
- Ensure that all servery equipment is correctly stocked, cleaned and in good working order.
- Hospitality and events service when required.

- Undertake duties within the dish wash area as required.
- Work towards and maintain agreed performance standards.
- Operation of cash registers and, when required, to assist the Hospitality team leader in cash reconciliation and safe deposit of the cash in the safe, in line with Departmental procedures and University financial regulations.
- Ensure that agreed Health and Safety, food hygiene, fire procedures and standards are followed.
- As required, to undertake the role of van driver, making deliveries and collections as directed.
- Undertake any training as identified in appraisals.
- Undertake any other duties and responsibilities as may be reasonably required from time to time by the Catering Chef Supervisor, Head Chef or Catering Manager.

### Special Conditions

This post will be covering weekend cover for one of our busy coffee shops on campus.

This post is lone working and being able to work using your own initiative is essential to this post

Barista experience is essential to this post.

Following Costa Coffees specifications for the making of drinks is a must.

Following Health Safety and Food Safety standards is essential to your day to day duties.

The post-holder will be required to attend relevant training courses related to the duties of the post as directed by the Catering Manager or Head Chef.

Uniforms will be provided which must be worn whilst on duty, you will be responsible for the laundering of own uniform.

### Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited (SUS Ltd) is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Services Limited (SUS Ltd) Pension Scheme

## Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.