



**QUEENS' COLLEGE
CAMBRIDGE**

Queens' College - Job Description

Title:	Casual Food Service and Bar Assistant
Reporting to:	Food Service Manager / Key Supervisor
Head of Department:	Hospitality Services Operations Manager
College Officer:	Domestic Bursar

Overall Purpose of Job

To assist the College food service team in the smooth running of the food and beverage service for all internal and external events throughout.

Main Duties and Responsibilities include:

- To work in all areas of the food and beverage outlets within the College, assisting with the preparation and service of all aspects of food service and drinks to College and Commercial customers as required or directed by the Duty Food Service/Bar Supervisor
- Adhere to the correct clocking in and clocking out procedure as instructed by the Duty Food Service Supervisor
- If required, work on the tills; ensure departmental cash handling/till operational procedures are followed at all times (including students showing their University ID cards)
- Maintain strictly professional relationships with Fellows, students, staff, conference delegates and other customers.
- To undertake appropriate training sessions
- To undertake any other duties and responsibilities appropriate to the post as directed by the Food Service Supervisor and/or Head of Department and/or College Officer
- Assist the food service team to ensure that all conference seminar/function rooms are set and serviced as per the event details including Audio visual requirements.
- Occasional or permanent placement in the Bar/Café work as required or requested; this may include setting up bars for commercial events (all necessary training will be given where necessary)
- Ensure all drinks are dispensed correctly through the main & mobile bars within the College (in line with the current Weights and Measures Act and the sale of alcoholic beverages). When working in the bar/event drink receptions

Health and Safety:

- Maintain high standards of hygiene by complying with all Health and Hygiene Standards and safety regulations as per current legislation and departmental directives; assist in completing all hygiene schedules if required; be familiar with the Catering Department's health & safety and fire policies and procedures.
- Have concern for own health & safety and that of others who are in college, whether they are members of the College, employees, or visitors.
- To maintain a high standard of personal hygiene and grooming at all times. A uniform is provided by Queens' College which must be worn whilst on duty. The uniform must be kept clean and smart (a small monetary deposit is required for the hire of the uniform)

Security & Confidentiality:

- Ensure all departmental security procedures are adhered to concerning the following: College rooms, All equipment, College silver, food, drink, and cash handling at all times. If aware of any security flaws in the catering department, report to the management immediately.
- To always assume utmost confidentiality; no information should be disclosed to any third party if it may compromise the privacy and/or safety of any student, staff member or client of Queens' College
- If required, work on the tills in the Buttery or College bar; ensure departmental cash handling/till operational procedures are always followed (including students showing their University ID cards as and when required.)

Miscellaneous:

- To undertake any other duties and responsibilities appropriate to the post as directed by a member of the Food Service Supervisory team and/or a member of Catering management team and/or Domestic Bursar .

Person Specification

- Excellent customer service skills, with previous 'Front of House' hospitality or bar work experience
- Strong command of spoken and written English
- Honest and trustworthy, with a friendly, approachable manner
- Excellent interpersonal and communication skills
- Reliability, enthusiasm, flexibility, and a 'can-do' approach are essential assets for this post
- Smart appearance, with a high standard of personal hygiene and grooming
- Awareness of the need for confidentiality
- Prepared to work unsociable hours

Remuneration and Benefits

Hours of work:	Casual, variable, and not guaranteed
Rate of Pay:	£13.57 per hour
Pension:	Membership of a College contributory scheme after a qualifying period as set out in current government legislation
Holiday Entitlement:	Equivalent of 6.8 weeks. This will be calculated at 13.01% of monthly pay and rolled up into each months pay.