



Position:	Food & Beverage Assistant
Contract type:	Permanent – Part Time
Hours of work:	10 hours per week, 2 days out of 7
Responsible to:	Catering and Operations Manager

About the role

To serve food and drinks within any bar or catering facility within the site to the required business standard, whilst providing excellent customer service.

Key responsibilities for the role will include:

- Strive to learn and carry out all roles within the bar and catering team to provide the business with a multi-functional employee who can be utilised throughout the business.
- Gain and maintain an excellent product knowledge and ensure it is kept up to date with any changes or new products.
- Have a good allergen understanding to the required level.
- Be able to prepare tables for guests if needed, including linen, cutlery and glassware.
- Be able to set up a bar ready for arrival of customers.
- Take food and beverage orders in a timely manner.
- Ensure stock rotation is carried out when replenishing food and drink areas. Recording wastage in the correct way.
- Assist with cellar duties, line cleaning and deliveries when required.
- Transport and serve food within catering outlets following SFBB guidelines and stadium practices.
- To ensure all line cleaning is complete and maintained
- Maintain a clean tidy and safe working environment raise any concerns to your manager in a timely manner.
- Always be vigilant to the Challenge 21 policy and all findings to be recorded following company guidelines.
- Provide excellent customer service at all times.
- Cash handling and cash and report reconciliation.

Qualifications:

- Basic food hygiene.
- On the job training provided.
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Essential Skills & Experience:

- High level of interpersonal skills.
- Cash handling.
- Basic food handling and preparation.
- Personable



- Excellent approach towards time management
- Works well under pressure.
- Customer service focused (internal and external).

Key Performance Indicators:

- Effective undertaking of key duties.
- Product knowledge.
- Understanding and following health and safety policies and procedures.

Other

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible