

*Front of House Food Services Assistant  
Job Description Version 1.0 - 19/07/11*

**Great jobs, great venues, great Games!**

Catering for an Olympic Games is recognised as being the 'largest peace-time catering operation in the world'. During the course of the Games, more than 14 million meals will be served across 40 different locations. An operation on this scale is a unique challenge and catering contractors are looking now for team members ready to play their part in putting on the Greatest Show on Earth

Athletes, officials, broadcasters, workers and ticket holders from all over the world will need to be catered for at all times of the day and night. Catering contractors will be looking for individuals with the ability to deliver great customer service skills and a flexible 'can do' attitude to ensure they are provided with the best welcome London can offer every time.

**Job Title: Front of House Food Services Assistant**

**Purpose of the job:**

- To provide an excellent customer experience in a front of house/customer facing catering environment ensuring the customer has an enjoyable experience and expectations are met.
- Maintain a clean and tidy service area at all times
- Carry out a variety of manual tasks relating to food production and customer service in the location.
- Take great pride in contributing to the Games and showcasing the UK

**Duties**

- To provide a prompt and courteous service to customers at all times.
- Serve a variety of food and drinks in some cases including alcohol
- Maintain the cleanliness of serving and eating areas.
- Regular cleaning and clearing of tables.
- Check and record food temperatures as directed by manager / supervisor.
- Voucher handling and /or cash handling including the processing of card payments and giving out change and receipts.
- Understand the food and drinks menu including prices and ensure all tariffs are correct and the correct entitlement per voucher.
- Help in the preparation of food and drinks where necessary and ensure they are presented to the required standard
- Ensure that any complaints are handled quickly and efficiently and are brought to the attention of your line manager immediately
- To ensure all goods are rotated according to Health & Safety requirements

**Team Work**

- Displays a positive attitude towards team members
- Always on time and ready to perform all required duties
- Assists team members when required
- Report any security or health & safety issues to management and always work safely using machinery and equipment as shown during training
- Attend and participate in the daily briefings communication being critical to a successful team

**Health & Safety**

- Comply with health & safety, fire policy & environmental policies and report any health & safety incidents to the manager / supervisor
- Ensure the overall environment is free from hazards and risks at all times
- To ensure all accidents, near misses and hazards are reported to the team manager / supervisor as per instruction given in training sessions

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**Person Specification**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Food Hygiene certificate</li> <li>• Customer Service skills</li> <li>• Excellent communications skills including written and spoken English</li> <li>• Smart &amp; clean appearance</li> <li>• Able to work long &amp; sometimes unsociable hours</li> <li>• Able to work in a busy environment</li> <li>• If working in a warehouse / stock role you must have ability to frequently carry objects of up to 10lbs/ 4.5kg <i>(In large teams it will be feasible to consider candidates who can't meet the weight lifting criteria as long as sufficient members in any one team on a shift can assist with this task)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Manual handling certificate</li> <li>• Experience working within a catering or retail environment</li> <li>• Cash handling experience</li> <li>• To have basic knowledge of COSHH</li> <li>• Customer service experience</li> <li>• Able to lift a maximum of 20lbs/ 9kg weight <i>(In large teams it will be feasible to consider candidates who can't meet the weight lifting criteria as long as sufficient members in any one team on a shift can assist with this task)</i></li> </ul>

**Right to work and accreditation**

- You must be eligible to work in the UK at the time of the Olympic and Paralympic Games which are being held from the 27<sup>th</sup> of July to the 9<sup>th</sup> September 2012 and ideally be available to complete the full operational period. (A proportion of the workforce will finish after Olympic Games on the 12<sup>th</sup> August, and therefore will not need to be available after this date)
- If you require a UK work permit or Visa this must be valid until the 9<sup>th</sup> of November 2012.
- For accreditation purposes, you will need to hold a valid passport or photo card driving license (a valid provisional driving license is acceptable).

**Recommended pre-employment training**



**People 1<sup>st</sup>: Employment 1<sup>st</sup> pre-employment training**

The programme designed to equip candidates with the skills knowledge and behaviours service industry employers are looking for. The programme is modularised and can be delivered in 60 hours over two weeks.

Learners gain:

- Level 2 Award Food Safety Certificate
- Level 2 Award Health and Safety Certificate
- Level 2 Principles of Customer Service

**Course content**

An introduction to the industry	Time management
Food safety	Communicating and influencing
Customer service	Making the right first impression
Dealing with difficult situations	Interview skills
Sales training	Workplace insights
Health and safety	Preparing for exams and developing a CV
Team working	Job roles