**Job Description**

**Role Title: Front of House Customer Service Assistant**

**School / Dept: Campus Services**

**Reference: MPF4361**

**Grade: Grade 3**

**Full or Part time: Full time**

**Hours: 36.25 hours per week**

**Reports to: Barista Team Manager**

**Overview**

The University of Salford owns and operates its own independent coffee shop, café, and bakery (The Old Fire Station) serving high-quality, locally roasted coffee, artisan bread and pastries (baked fresh daily), and a freshly prepared Brunch and evening menu from the kitchen and bakery. Located at the heart of the evolving Salford cultural quarter, The Old Fire Station, and the co-located Lark Hill Brewery (The University’s own micro-brewery), has an internal capacity of 50 covers with additional external capacity of 50 covers (weather dependent) serving University staff, students and the general public.

**Role Purpose**

This role is a customer service role, the candidate will need a positive outlook and be friendly, approachable, and customer-focused at all times and will work across the different areas within the Café & Bar.

Putting the staff, customers, and a culture of continuous improvement at the centre of what we do, the role holder will support the Barista/Supervisor in the smooth and efficient running of the service and be accountable for making sure customers are served quickly and efficiently.

The customer service assistant will have a can-do attitude and work as part of a larger team to give customers an exceptional experience and support the business in achieving or exceeding its financial targets. This role will also provide cover for the Barista/Supervisor.

**Principal Duties & Responsibilities**

* To provide consistently high standards for service at all times including welcoming customers to the venue, taking and processing orders, answering queries, and providing information.
* To prepare, present, and serve food and drinks (including alcoholic drinks from the Bar), ensuring all food/drink products are attractively displayed/presented, with consideration and compliance with Food Safety and Licensing requirements.
* Take in deliveries, checking deliveries for accuracy and product quality and ensure stock is stored in its correct location and conditions in a timely manner.
* Preparing the Café for service, serving orders to customer tables, and keeping customer tables, counters, and service area surfaces clean and tidy.
* To serve customers and actively promote sales
* To prepare and take payments with the use of electronic Point of Sale till (ePOS), ‘cashing-up’ at the end of the day, and complying with the University Payment Card Industry Data Security Standard (PCI DSS) policy.
* To provide the highest possible standards of presentation ensuring all displays, fixtures and fittings and the premises are maintained to a high standard of cleanliness: cleaning tables, floors, and equipment, washing up both manually and using dishwasher/glasswasher machines.
* Actively control waste and log waste at the end of each day
* Ensure the security of customers and stock at all times
* Follow and complete opening and closing checklists along with other business procedures.
* Shadow and provide cover for the Barista/Supervisor
* Ensure food safety is given the highest priority across the Front of House team
* Understand and stay up to date with food offerings and allergen information
* Ensure both the business and you are compliant with our alcohol license regulations and ensuring we are preventing incidents due to alcohol consumption and challenge 25 guidelines.
* To work as part of a wider team and help welcome and train new staff members
* Maintain a high level of personal hygiene and appearance, including adherence to uniform standards.

**Health & Safety and Legal**

* Be aware of allergies
* Responsible for record keeping covering food safety legislation; taking temperatures of food or fridges and freezers, using correct probe attachment, and recording the readings on the correct documentation.
* Recording planned cleaning tasks on documents. Recording any wastage of stock.
* Operate, clean, and maintain all equipment safely and in accordance with training including fridges, freezers, mixers, cooking/baking equipment, and other bakery equipment.
* Ensure all areas of the work environment are hygienic, tidy, and free of hazards at all times and work in a way to minimise risks to health and safety and security of self and others.
* Ensure all cleaning products and any other substance that could cause risk are used according to the C.O.S.H.H
* Have a full understanding of the fire evacuation procedure

**Other duties**

* Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
* Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
* To engage with the University’s commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
* Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

**Person Specification**

The successful candidate should demonstrate the following, which are ‘Essential’ (E) or ‘Desirable’ (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

**Qualifications**

1. The successful candidate will have a relevant qualification or have demonstrate knowledge through experience. **(E), (A)**
2. Food Hygiene Level 1 minimum (Level 2 desirable) **(E), (A)**

**Background and Experience**

1. Barista experience. **(D), (A), (I)**
2. Bar and/or hospitality experience. **(D), (A), (I)**
3. Demonstrable experience of working collaboratively and being responsible for team members. **(D)**
4. Be aware of allergies in relation to staff and customer wellbeing. **(E), (I)**
5. Knowledge and experience of food safety and health and safety in a food business. **(E), (A), (I)**
6. Knowledge and experience of cleaning products and any other substances, used in association with your duties, that could cause risk are used according to the CO.S.H.H. **(E), (A), (I)**

**Knowledge**

1. Working in a busy café/bar environment. **(E), (A), (I)**
2. Experience in delivering excellent customer service and care. **(E), (A), (I)**

**Skills and Competencies**

1. Ability to work in a team and provide leadership and cover for the Barista/Supervisor. **(E), (I)**
2. Ability to remain calm and focused in a fast-paced environment. **(E), (I)**
3. Excellent people and organisational skills and able to prioritise tasks. **(D), (I)**
4. Flexible attitude to working hours and patterns. **(E), (I)**