University of Salford MANCHESTER

Job Description

Role Title:	Customer Service Assistant
School / Dept:	Estates and Facilities Services
Reference:	MPF4459
Grade:	Grade 3
Full or Part time:	Full time
Hours:	36.25
Reports to:	Barista/Supervisor

Overview

The University of Salford owns and operates its own independent brewery, bakery, coffee shop/ café, and bar (The Old Fire Station and Lark Hill Brewery) serving high-quality, locally roasted coffee, artisan bread and pastries (baked fresh daily), freshly prepared Brunch and evening menu from the kitchen, and a range of beers brewed in our micro-brewery. Located at the heart of the evolving Salford cultural quarter, The Old Fire Station, and co-located Lark Hill 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.

We are looking for a friendly, approachable, and customer-focused Customer Service Assistant with experience in café and bar work to work as part of a small team. The successful candidate must have a passion for customer service across all aspects of Front of House, including running the bar, preparing and serving coffees, and be able to support and cover for the Barista/Team Manager. A knowledge of beer, and preferably craft beer, is advantageous.

You must be willing and able to work with and handle all types of food including, but not limited to, dairy, meat, and pork-based products, and be willing to serve and handle alcoholic drinks.

This is an exciting opportunity to be part of more than a business, café, coffee shop, and bar, it's an opportunity to develop your skills, make a difference to the local community and influence the lives of students through mentorship, academic support, training, and employability skills.

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 be reliable, dependable, and 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 of service at all times including welcoming customers to the venue, taking and processing orders, answering queries, and providing information. Detailed knowledge, especially of the beer offering, is essential.

- 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 and Bar 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 and drink offerings (including our range of beers), 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 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, grinders, espresso machine, and other cafe 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

Working hours
This full-time role (36.25 hours per week) with a variable shift-rota, which will include evening shifts, to cover week and week-end work by the team in line with opening times. Current opening times are:

- Monday – Closed
- Tuesday and Wednesday – 08:00 to 20:00
- Thursday and Friday – 08:00 to 22:00
- Saturday – 09:00 to 20:00
- Sunday - Closed

Generic 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.

- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and 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

University of Salford MANCHESTER

Person Specification

The successful candidate should demonstrate the following, which are ‘Essential’ (E) or ‘Desirable’ (D)

Qualifications

1. The successful candidate will have a relevant qualification or have demonstrate knowledge through experience (E)

2. Food Hygiene Level 2 (E)

Background and Experience

3. Barista experience (D)

4. Bar and/or hospitality experience (D)

5. Demonstrable experience of working collaboratively and being responsible for team members (D)

6. Be aware of allergies in relation to staff and customer wellbeing (E)

7. Knowledge and experience of food safety and health and safety in a food business (E)

8. 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)

Knowledge

9. Working in a busy café/bar environment (E)

10. Experience in delivering excellent customer service and care (E)

Skills and Competencies

11. Ability to work in a team and provide leadership and cover for the Barista/Supervisor (E)

12. Ability to remain calm and focused in a fast-paced environment (E)

13. Excellent people and organisational skills and able to prioritise tasks (D)

14. Reliable and a flexible attitude to working hours and patterns (E)

15. Full and clean UK driving license (D)