Coffee Bar Assistant
Job Description

Department: Catering.
Responsible to: Head of Dining and Beverage Services / Assistant Head of Dining and Beverage Services.
Hours of work: Part-time 25 hours per week. College term time only working will also be considered.

Purpose of the Role:
The Coffee Bar Assistant will support the Head of Dining and Beverage Services in the efficient and smooth running of the College’s coffee bar and will be responsible for the provision of general bar services which will include preparing and serving hot and cold drinks, snack food and a full bar service, when open.

The bar is open from morning to evening and at weekends and is covered by shift work. On occasions the coffee bar may be closed out of term, on these occasions the role holder will be expected to support the Front of House team in any duties that are required. This could involve being required to work during the morning or evening service so flexibility in the working pattern will be expected.

Duties and Responsibilities:

Service delivery
• Deliver a professional service to all customers ensuring the schedule of services is followed.
• Encourage and participate in actively selling the product range.
• Maintain the presentation of the servery areas at all times.
• In line with instructions from the Head of Dining and Beverage Services, ensure allergens are displayed and special diets are accommodated for appropriately.
• Ensure that bar is set up ready for the evening shift – this will include line cleaning, preparing bar garnishes and ensuring fridges are fully stocked.
• Report any issues of theft, stock shortages and poor guest behaviour, directly to the Head of Dining and Beverage Services or Supervisor.

Stock control
• Ensure all beverages and food items are labelled, stored, displayed and handled in accordance with College and legislative requirements.
• Correctly store and rotate as appropriate all prepackaged items, to minimise waste.

Health and Safety
• Understand and apply the College’s Health & Safety policy and carry out duties to the basic safety standards.
• Carry out a clean-as-you-go policy and duties in accordance with the cleaning schedule.
• Ensure accurate record keeping is maintained for general cleaning, line cleaning, food service and equipment temperatures.
• Maintain the cleanliness and order of the bar, and any other associated areas, ensuring utensils/glasses etc are cleaned and stored properly.
**Professional and personal standards and expectations**

- Maintain professional standards of appearance and personal hygiene.
- Ensure the correct uniform is worn and it is maintained to the College standards as outlined in the staff handbook or as instructed by the Head of Dining & Beverage Services.
- Participate in training designed to minimise occupational risks as well as undertake mandatory training as identified by the College.
- Be professional and respectful to all members of our community including colleagues, students, Fellows and other guests, at all times.

**Other duties**

Carry out other reasonable duties, as requested by the Head of Dining and Beverage Services or Supervisor.

**Person Specification:**

Shortlisting will be based on the following specification, which candidates should bear in mind when preparing their application to ensure it reflects how they meet at least the essential requirements of the role.

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<th>Skills and Experience</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
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<td>Excellent customer service skills with strong communication skills.</td>
<td>Experience of working in a similar environment.</td>
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<td>The ability to work in conjunction with colleagues to maintain high service standards.</td>
<td>Hold a Bar Personal License.</td>
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<td>Be an excellent team member.</td>
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<td>Be able to work with minimal supervision.</td>
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<td>Excellent timekeeping and able to work to deadlines.</td>
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<td>Have a keen attention to detail and be methodical and thorough when carrying out tasks.</td>
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<td>Be willing to work in accordance with a rota and to offer flexibility in hours of work or location of work.</td>
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