



Role Profile

Job Title **Hospitality Assistant**

Salary range National Living Wage

Contract Various

Main location Portland College

Hours and basis Variable

Reports to Enterprise Manager

Date of issue November 2016

Why Portland College needs this role

Portland College is a vibrant national college for people with a wide range of disabilities and associated learning difficulties.

The Catering Department provide a high quality Catering and Hospitality service for external functions and events.

What you will be doing

Serving, Waiting and Customer Service

- Serving customers in the College's bars
- Assisting with the maintenance and cleanliness of the College's bars
- Providing a quality service to customer when serving behind the bar
- Waiting on tables and clearing tables
- Setting up rooms as per the requirements of the event
- Handling money confidently

Cleaning, maintenance and restocking

- Dishwashing
- Assisting with the cleaning, stock rotation and restocking of the College's bars
- Assisting with the security of daily takings
- Reporting any maintenance issues or breakages to the Hospitality Manager
- Assisting with promotions and special events

Key results we want to see from this role

- Positive feedback customers on the level of service provided at events
- Being an effective role model for the standards of behaviour required by the college

Dimensions of the role

- Provide an efficient and effective service to our customers whilst focusing on customer satisfaction and high quality services
- To ensure all allocated duties are complete whilst on shift
- Report any issues, problems or Health & Safety concerns to the Enterprise Manager
- Able to work evenings and weekends as per the needs of the event



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Key work relationships

- Working with the Catering and Hospitality team

Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm and to promote Fundamental British Values.

Successful applicants will be required to undertake a Disclosure and Barring Service (DBS) check and to provide proof of their right to work in the UK.

Other Duties & Responsibilities

- Such other duties as the management may from time to time reasonably require
- To support the development of the Coffee Shop and Catering functions as and when required

The above role profile is not all encompassing and is subject to regular review.

Signature of post holder

Date

I have read and accept the duties and responsibilities outlined in this role profile.