

Job title: Food & Beverage Assistant	
Reports to: Restaurant Manager	Reporting to job holder: Not Applicable
Overall purpose: To assist the Restaurant Services Manager to deliver a high-quality, customer focused food bar and service to guests within well-presented and stocked catering outlets.	
Principal accountabilities:	
<u>Planning and organising</u>	
<ul style="list-style-type: none"> • To provide excellent customer service, supplying customers with information and advice in relation to all food and beverage operations and anticipating the needs and requirements of customers in a proactive manner. • To ensure food and beverage stations are correctly set up at the start of each service. • To correctly take and accurately dispense beverages and serve food orders to customers. • To maintain the presentation, cleanliness, and hygiene of the food and beverage area at all times, undertaking regular checks of the area, to ensure the facilities are appropriately presented and cleared to a high standard, and undertake cleaning duties as detailed in cleaning rotas • To assist with stock checks as required. • To assist with the service for events as required, dispensing beverages and serving food. • To undertake the accurate processing of all café bar sales and transactions through the correct use of the till system. 	
<u>Business focus</u>	
<ul style="list-style-type: none"> • To comply with current Fire, Health & Safety at Work, Safe Food Handling and Environmental Health legislation by observing Ben’s policies and procedures and carrying out safe procedures and practices at all times, reporting any risks or hazards to the Restaurant Services Manager /Executive Head Chef/ Second Chef. • To work within the required Care Quality Commission (CQC) standards and Ben’s policies and procedures at all times. • To follow current infection control guidelines to minimise risk to customers and Ben. • To identify and report any incidents of alleged or known abuse by or to any customer, complying with Ben’s Safeguarding guidelines and reporting procedures. • To comply with Ben’s protocols and requirements on maintaining confidentiality. 	
<u>Communication</u>	
<ul style="list-style-type: none"> • To communicate effectively and appropriately with customers to ensure a warm and welcoming environment and that they are fully informed about the food and beverage offer in order to ensure their needs are met. • To report immediately or as soon as reasonably practical any complaints, accidents or incidents 	

involving customers or visitors to the Restaurant Services Manager /Executive Head Chef.

Managing Performance

- To participate in the assessment and evaluation of the quality and effectiveness of catering services provided to customers and contribute to the implementation of service/standard improvement plans as required.
- To support and assist new food and beverage services staff, under the supervision of the Restaurant Services Manager /Executive Head Chef and act as a mentor to new starters as required.

Stakeholder Relationships

- Represent BEN and the Village in a positive manner.

Achieving Customer Service Excellence

- To support the delivery of high quality and consistent food and beverage services to customers.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our customers and colleagues.

Additional Duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Restaurant Services Manager /Executive Head Chef.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and organising

- To contribute to the provision of an excellent service experience to all guests which meets and often exceeds their expectations and which ensures their dignity, choice, and independence are maintained at all times.

Business focus

- To assist in the maintenance of a safe working environment at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

Communication

- Customers are engaged in a professional and appropriate manner, ensuring they are able to make informed food and beverage choices and the service is viewed in a positive way.
- To contribute to ensuring that complaints, concerns or incidents are dealt with promptly, promoting a positive customer experience.

Managing Performance

- To support the delivery of agreed service/quality improvements for catering services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

Stakeholder Relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving Customer Service Excellence

- To contribute to the delivery of a consistent excellent level of service to customer which also maintains high standards of cleanliness and hygiene to meet customers’ expectations.
- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Food & Beverage Assistant in line with our values:

**Passionate
Respectful
Inclusive
Driven
Empowered**

Experience required:

- Previous experience of working in a bar/catering environment, facilitating excellent customer service

Technical Knowledge:

- No specific knowledge required

Other significant role requirements:

- Demonstrate the Core Behaviours for the role.
- Able to deal with customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice.
- Able to multi-task, prioritise and deliver a high quality of work in a pressured environment.
- Able to handle demanding and difficult situations with customers, in a calm and confident manner.
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

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