



Federation of Jewish Services
Job Description

TITLE: Hospitality Assistant

PLACE OF WORK: Federation of Jewish Services

DEPT: Catering

RESPONSIBLE TO: Catering manager & Hospitality supervisor.

DATE JOB DESCRIPTION REVIEWED: Nov 2018

JOB PURPOSE:

1. Deliver a friendly, courteous and efficient food service to staff, visitors, residents and tenants in all areas around the Heathlands Village i.e. Balcombe Hall, Eventhall House, coffee shop, staff restaurant, village shop and room service.
2. To provide an outstanding customer care and service to all our customers.
3. Maintain Kashrut Laws relating to kosher food with regard to food service, storage and cleaning.
4. Work in accordance with Health and Safety Legislation

COMMITMENT TO OUR VALUES:

To work with both service users and colleagues, in a way which is in line with the values of the organisation, namely which:

- Supports people's right to privacy
 - Respects people's dignity
 - Recognises people's human rights
 - Permits zero tolerance of all forms of abuse
 - Enables people to maintain the maximum possible level of independence, choice and control
 - Treats all people as individuals
 - Supports people to freely express their needs and wants
 - Demonstrates respect and integrity in all our work with people
-

Main duties and responsibilities:

- Adhering to the Kashrut Laws relating to Kosher food preparation, service, storage and cleaning, and report any incidents of non-compliance to hospitality manager or senior person
- Provide a friendly positive atmosphere and always be happy to help.
- To be flexible and work in all food service areas when necessary.
- Provide a professional service to residents/tenants rooms throughout the day.
- Waiting on table in Balcombe hall.
- Serving plated meals in the staff restaurant.
- Serving hot/cold food and drinks in the coffee shop.
- Ensure all complaints and compliments are fed back to the Hospitality service manager.
- Setting and relaying tables after and during service.
- Ensuring equipment and crockery breakages are reported to your line manager
- To make sure all condiments and sauce bottles are kept clean and the sauces are kept under refrigeration
- Cleaning of all refrigeration
- Keeping all work areas clean and tidy as far as is practicable during service times and in particular at the end of the day/shift
- Ensure that service is available throughout the opening times advertised
- Deliver hospitality service as per catering requests and report any failings to the hospitality service manager or supervisor.
- Secure cash under your control at all times and maintain records of takings daily and report any irregularities to a Manager
- Rotate stock on a daily basis checking all items of food are in date.
- To request stores on a daily basis from the storeperson
- To ensure the Shabbos tables in balcombe hall are maintained on a Friday evening and Saturday lunch.
- To ensure that all accidents and/or near misses are reported to a Manager/Supervisor
- Daily cashing up of takings and handing in to customer service at the end of each shift
- Ensuring that a high level of personal cleanliness is maintained in all food service areas
- The satisfactory completion of any duties allocated
- Reporting to the hospitality service manager of any mechanical defects or need for repair
- The observation of safety regulations and safe procedures
- The observation and adhering to of the Fire Safety, Food Safety, Health and Safety, COSHH and HACCP policy and procedures
- Maintain temperature records of high risk food in your area of work and report any failings to the hospitality service manger
- General cleaning of your work area as directed by cleaning schedules and hospitality service manger or hospitality supervisor.
- Any other reasonable request from a senior person on duty
- All staff must be in the correct uniform at all times
- To be flexible and able work in all hospitality service areas when necessary.

Health & Safety

- All employees are subject to the Health & Safety at Work Act.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.
- To undertake duties and responsibilities in full accordance with the organisation's Health & Safety policy and procedures.
- To co-operate with policies and procedures to enable the organisation to comply with its obligation under Health & Safety legislation.
- To report immediately to your line manager any defects in equipment or the working environment and report areas of risk.

Training and Development

- Participate fully in training and development in accordance with the organisations training plan and mandatory requirements.
- To attend and participate in supervision sessions and an annual personal review.
- To attend and participate in staff meetings.
- To contribute to the learning of other staff.
- To employ the skills and knowledge gained from training back in the work environment and to evidence your progression through measure of competencies in supervision with your manager.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of changing circumstances, following discussion with the post holder.

Manager _____ Post Holder _____
(print name) (print name)
Signature _____ Signature _____
Date _____ Date _____