



Job Description

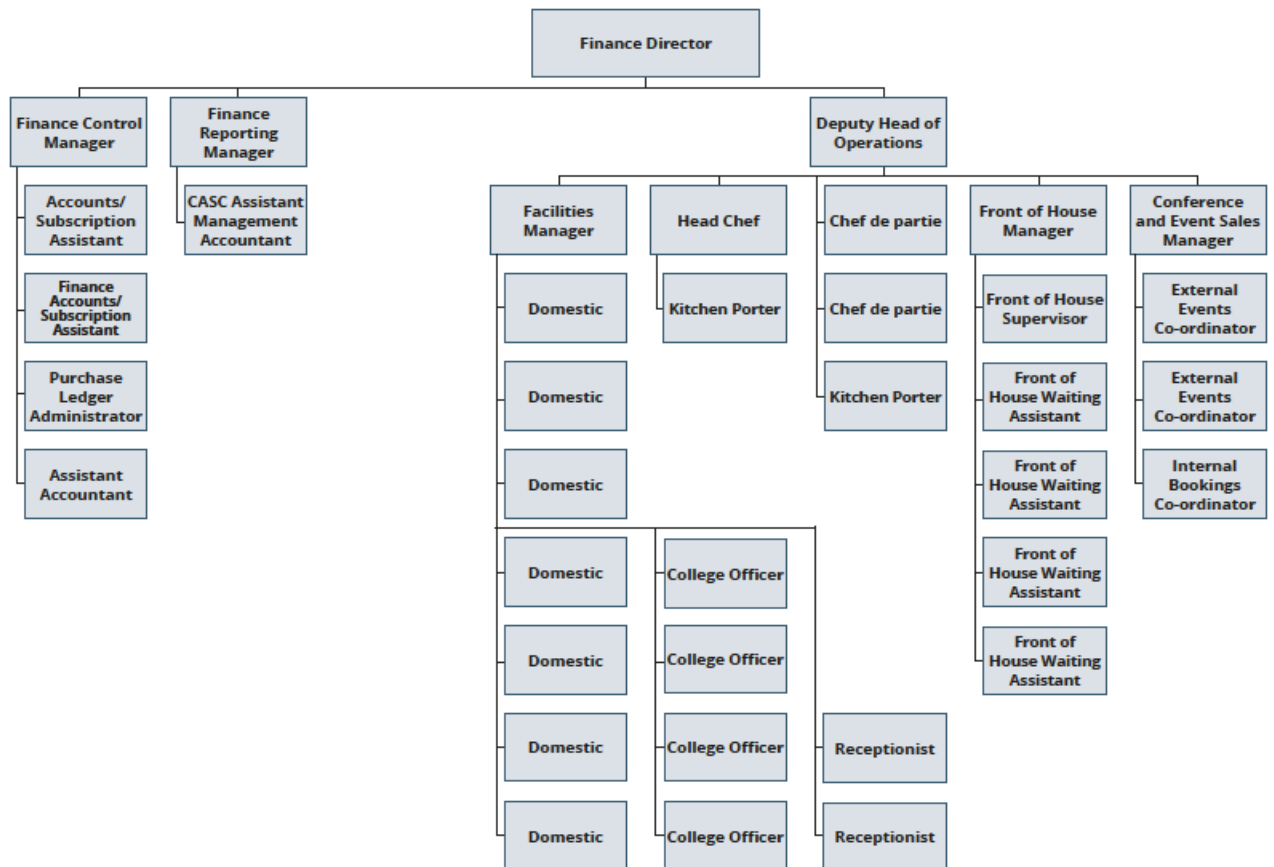
Section 1 - Description

Job Title: Front of House Waiting Assistant
Location: 232 – 242 St Vincent Street, Glasgow
Reports to: Front of House Supervisor
Date: September 2021

Section 2 - Job Purpose

The post holder's key role is to ensure the College's food and beverage service requirements are met and carried out to a high standard on a day-to-day basis.

Section 3 - Organisation Chart



Section 4 – Dimensions

- 14,000 clients served annually
- Preparation and clear up for over 800 events per annum
- No staff or budget responsibility

Section 5 - Main Responsibilities and Role

- Delivery of high service standards at all functions
- Service of food and beverages in accordance with College standards or client requirements
- Handling of special dietary requirements and requests, including allergen information
- Preparing and clearing function rooms to a high standard
- Ensuring all crockery, cutlery and glassware is clean and highly polished prior to functions, maintaining College standards
- Monitoring and reporting on stocks of crockery, cutlery, glassware and linens and ensuring that College maintains appropriate stock levels
- Carrying out kitchen duties as required to assist in the smooth running of the catering service
- Checking the catering daily report to ensure all requirements are met
- Providing guidance and support to agency staff on College FOH practices

Section 6 – Planning and Organising

- Organise equipment required for functions
- Organise place settings for functions

Section 7 –Decision Making

- Decide on the priorities for the preparation and clearing of rooms based on the events scheduled each day
- Take personal responsibility when on duty and to issues arising during an event

Section 8 - Internal and External Relationships

External:

- Customers – daily
- Deliveries – daily
- Agency staff – frequently

Internal:

- Front of House Manager – daily
- Front of House Supervisor - daily
- Head Chef – daily
- Fellows and Members – daily
- Other College staff - frequently

Section 9 - Knowledge, Experience and Skill Set Required

- Customer focused (essential)
- Good communication and interpersonal skills (essential)
- Knowledge of function venue preparation (desirable)
- Basic knowledge of foodstuff and food dishes (desirable)
- Bar experience (desirable, but training will be provided)
- Ability to learn and carry out food safety and hygiene procedures associated with food service (essential)

Section 10 – Job Context and Special Features

Due to the timing of events and functions, the post holder will be expected to work early mornings, evenings and weekends. A flexible approach to the role is required.