



<b>Job Title</b>	Casual Bar and Waiting Staff	<b>Reports to</b>	Food and Beverage Assistant Managers & Supervisors
<b>Based at</b>	DW Stadium		
<b>Department</b>	Stadium Catering		
<b>Job Purpose</b>			
Working in the hospitality lounges for WAFC and WRLFC match days as well as non- match day events such as weddings and party nights providing our clients with an excellent food and beverage service.			
<b>Jobs reporting into the job holder</b>		N/A	
<b>Key responsibilities and duties</b>			
<ul style="list-style-type: none"> <li>• Providing a consistently outstanding service to all customers.</li> <li>• Serving meals in a plated banquet, buffet or carvery style of service.</li> <li>• Dealing directly with clients, ensuring that all their individual requirements are met.</li> <li>• Setting up lounge and bar areas ready for service and clearing down areas after use.</li> <li>• Providing food and beverage service to guests throughout the event in accordance with match day/daily requirements.</li> <li>• Assisting with restocking the bar area in accordance with stock rotation guidelines – Bar Only</li> <li>• Anticipating customer needs whenever possible, enhancing the quality of service and in turn enhancing customer satisfaction.</li> <li>• Ensuring the Lounge is kept looking clean and tidy at all times.</li> <li>• Ensuring all bar stock is kept secure and locked away safe at all times – Bar only</li> <li>• Ensuring all equipment is well maintained and stored away safely</li> <li>• Cash handling following company procedures</li> </ul>			
<b>Health and Safety</b>			
<ul style="list-style-type: none"> <li>• Fully endorsing, demonstrating and carrying out the company health and safety policy.</li> <li>• Promoting the companies health and safety culture, understanding the role of the food and beverage department in relation to health and safety procedures.</li> <li>• Complying with all company policies and statutory regulations relating to Health &amp; Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assisting if required with the amending of risk assessments periodically.</li> <li>• Having a full knowledge of procedures for evacuation with regard to fire.</li> <li>• Identifying and reporting maintenance requirements or hazards within the workplace and to encourage any workforce to do the same to avoid injury.</li> <li>• Ensuring that at all times you and your team are wearing the correct protective uniform in accordance with COSHH and maintaining a high standard of personal hygiene.</li> </ul>			
<b>General</b>			
<ul style="list-style-type: none"> <li>• Fully co-operate with colleagues requiring assistance and assisting them in response to business needs.</li> <li>• Carry out at all times his/her responsibilities with due regard to the policies and procedures in particular Health &amp; Safety, Financial Authorisation and Data Protection.</li> <li>• The employee must act to protect all young people and vulnerable adults that are in their care or attending the company's premises. The employee must report any misconduct or suspected misconduct to the Head of Safeguarding.</li> <li>• Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst Employees and customers.</li> <li>• The above Job Description is not intended to be exhaustive, the duties and responsibilities may</li> </ul>			

therefore vary over time according to the changing needs of the Company.

**DBS Check Required**

No

**Person Specification**

	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Qualifications</b>		<ul style="list-style-type: none"><li>• Food safety level 2 or willingness to work towards</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Previous experience of working effectively in a team</li></ul>	<ul style="list-style-type: none"><li>• Previous bar experience (Bar Staff Position)</li><li>• Previous food service experience (Waiting Staff position)</li><li>• Previous customer service experience (Bar and Waiting Positions)</li><li>• Previous experience of cash handling</li></ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"><li>• Ability to communicate effectively with people</li><li>• Ability to adapt and take on new processes and instruction</li><li>• Understanding of good customer experience</li></ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Self-motivated with a passion to succeed.</li><li>• Willingness to learn and continuously develop.</li><li>• Assertive, calm with the ability to work well under pressure.</li><li>• Flexible to meet the requirements of the needs of the business</li><li>• Punctual</li><li>• Friendly and confident when dealing with people</li></ul>	

I confirm that I have read and agreed to this job description outlining the main duties of my role.

**Job Holder:**

**Signed:**

**Date:**