

Job Description

Concourse Assistant

Position: Concourse Assistant **Department:** Public Catering **Reporting to:** Public Catering Manager

Job level: Entry **Contract:** Permanent **Hours per week:** 0

Job purpose: To work as part of the Public Catering team ensuring that the customer experience is optimised whilst high standards are achieved whilst delivering food and beverage services within the Stadium and Marshall Arena.

Job Description

Main Objectives

- To work within a team to deliver fantastic customer service
- To optimize food and beverage sales

Summary of Duties

- Prepare and serve a variety of hot and cold beverages, both alcoholic and non-alcoholic
- Prepare hot and cold snacks from a menu and serve to customers.
- Adhere to all health and safety, food safety, licensing and age restrictions, company policies.
- Stock and re-stock products prior to start of trade during trade.
- Clean work areas, preparation areas, equipment, stock and utensils.
- Follow opening and closing schedules including tidying of furniture, and condiments.
- Process payment transactions through an electronic cash register.
- Liaise and work with other Team Members.
- Support colleagues in other business areas with food service and bar work, for example shifts in the Marshall Arena.
- Any reasonable management requests.

Person Specification

Essential skills and qualifications:

- Have strong verbal communication and able to interact with customers.
- To be pleasant and courteous and have good customer service skills.
- Be flexible around hours and days of work.
- Be adaptable to changing work and environments.
- Have basic numeracy and literacy skills.
- Be able to work as part of a team and alone.
- Be of smart appearance with good personal hygiene.
- Able to work Match Days (Saturday and midweek evening)
- Flexible and adaptable around a wide range of working patterns

Desirable:

- Hold a Basic Food Hygiene or similar qualification
- Previous experience in a customer facing role.

Behavioural Indicators:

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Entry
- **Personal Attributes** – (Resilience) Entry
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Entry
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry