

SHILDON TOWN COUNCIL
JOB DESCRIPTION

POST TITLE:	Bar and Catering Assistant		
DEPARTMENT:	Civic Hall	GRADE:	£8.50 per hour plus enhancement for supervisory role (£2.15)
CAR USER STATUS:	N/A	LOCATION:	Civic Hall
RESPONSIBLE TO:	Civic Hall Manager/Bar and Catering Supervisor		
RESPONSIBLE FOR:	Bar and Restaurant Waiter/Waitress Service		

KEY ROLE (JOB PURPOSE)

To provide a bar and/or restaurant waiter/waitress service.

In the absence of the Duty Manager to undertake responsibility for the management of the facility including supervision of staff, cash handling and building security.

DUTIES AND RESPONSIBILITIES

- To take orders and serve food and drink to customers
- To take payment for food and drink provided to customers
- To operate computerised tills and credit/debit card machine following correct procedures
- To serve food and drink in a polite and professional manner
- To deal with customer complaints in a professional manner
- To deliver excellent customer service at all times
- To be responsible for your own health and safety and ensure a safe working environment for all staff and customers
- To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post
- To adhere to the staff rota and provide cover for vacant shifts as requested

In the absence of the Duty Manager

- To supervise all staff
- Ensure that Food Hygiene and Health and Safety Regulations are adhered to at all times
- Cash handling and till reconciliation
- Open and close down building procedures
- Key responsibility

The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the postholder may be responsible for.

