

JOB DESCRIPTION
General Assistant, Food Operations & Retail
Vacancy Ref: M136

Job Title: General Assistant, Food Operations & Retail	Present Grade: 1
Department/College: Commercial Services	
Directly responsible to: Unit Managers	
Supervisory responsibility for: None	
Other contacts	
Internal: Staff, students and visitors	
External: Suppliers, visitors, conferees	
Major Duties: <ul style="list-style-type: none"> • To maintain excellent customer relations and to constantly strive to improve customer service in line with departmental policy • To operate cash registers in line with departmental regulations • Preparation and/or service of food and beverages in line with departmental procedures • To serve, deliver and prepare at functions as required • To correctly use equipment in line with departmental procedures • To work within EHO, COSHH and Health and Safety Guidelines • To complete daily cleaning schedules and carry out other cleaning duties as required • To wear uniforms at all times in-line with departmental policy • To maintain a high standard of personal hygiene, and work in a clean and tidy manner • To attend relevant training courses as directed by the senior manager • All work to be carried out with a customer focused attitude, providing excellent customer service with a proactive work ethic • At all times to carry out ones responsibilities with due regard to the university's codes of practice on Equality and Diversity and Health and Safety and adhere to the Data Protection Act • Must have a flexible approach to working • To undertake any other duties commensurate with the position or grade 	