

**JOB DESCRIPTION**  
**General Assistant, Hospitality**  
**Vacancy Ref: M168**

Job Title: General Assistant	Present Grade: 1
Department: Hospitality, Facilities	
Directly responsible to: Supervisors	
Supervisory responsibility for: N/A	
<p><u>Other contacts</u></p> <p>Internal: Head of Hospitality, Assistant Hospitality Managers, Front of House team, Kitchen team, Unit Operators, Staff and Students.</p> <p>External: Conferences and Visitors</p>	
<p>Major Duties:</p> <p>To maintain excellent customer relations and to constantly strive to improve customer service in line with departmental policy</p> <p>Preparation and service of food and beverages in line with departmental procedures.</p> <p>To work in a busy restaurant.</p> <p>To serve, deliver and prepare functions as required.</p> <p>To operate cash registers in line with departmental regulations.</p> <p>To correctly use equipment in line with departmental procedures.</p> <p>To work within EHO, COSHH and Health and Safety Guidelines.</p> <p>To complete daily cleaning schedules and carry out other cleaning duties as required.</p> <p>To wear uniforms at all times in line with departmental policy.</p> <p>To maintain a high standard of personal hygiene, and work in a clean and tidy manner.</p> <p>To attend relevant training courses as directed by the senior manager.</p> <p>To undertake any other duties commensurate with the position or grade.</p>	