

JOB DESCRIPTION

Ref: N2928

Job Title: Conference & Hospitality Assistant – Front of House	Present Grade: 1
Department: Hospitality	
Directly responsible to: Supervisors	
Supervisory responsibility for: Casual staff	
<p>Other contacts: Internal: Head of Conference & Hospitality, Assistant Hospitality Managers, Front of House team, Kitchen team, Unit Operators, Staff and Students. Retail Team. External: Conferences and Visitors</p>	
<p>Major Duties:</p> <ul style="list-style-type: none"> To provide an excellent customer service to both internal and external visitors, staff and students. To maintain a consistency of standards by following Lancaster University and Departmental processes and policies. To set-up spaces & venues, prepare, serve and deliver food and beverages in line with departmental procedures across the Lancaster University Campus and Venues. To correctly use equipment in line with departmental procedures. To complete daily cleaning schedules and carry out other cleaning duties as required. To work within EHO, COSHH and Health and Safety Guidelines. 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. To undertake any other duties commensurate with the position or grade. 	