## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Catering Team Member</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Catering Team Leaders, Catering Shift Managers</td>
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<tr>
<td>Department:</td>
<td>Catering</td>
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<tr>
<td>Direct Reports:</td>
<td>N/A</td>
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<tr>
<td>Date:</td>
<td>February 2019</td>
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## JOB PURPOSE & GENERAL INFORMATION

To assist the Catering management team by ensuring the smooth front of house operation of all catering services on our premises and to maintain very high standards of customer service and food/beverage quality at all times.

The post holder can be expected to work in any of the Students’ Association’s catering outlets, will have an operational understanding of the food service side of the business, and will work closely with the Catering management team to ensure high standards of service in these areas.

## MAIN DUTIES AND RESPONSIBILITIES

**Standards & Service**

- To provide a professional, friendly and efficient service to all our customers, providing assistance and advice to customers with regards product choices, and maintaining a clean and well-presented area at all times.
- To personally provide a very high standard of customer service at all times.
- To provide an efficient and effective service to customers, understanding their needs and requirements, and working to exceed these wherever possible.
- When necessary to prepare, cook and serve hot and cold food.
- To be flexible in your approach to working in all catering units based on business needs.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of working as a team.
- Provide point of contact for customer enquiries and assistance, and dealing with those to a successful outcome.
- Take responsibility for all product areas, ensuring that product is maintained in line with Food Hygiene, Licensing and current Health & Safety legislation.
- Merchandise and up sell products effectively to maximise sales.
- To ensure that all products are properly and fully stocked throughout the shift and ensuring that end of shift products are stocked and stored correctly and securely.
- To always maintain a high standard of personal hygiene and appearance.
- To adhere to the correct procedure when handling cash.
- To use the EPOS system correctly at all times.
- To understand the role of the Catering Service in relation to the varied program of activities and events in our buildings.
Human Resources

JOB DESCRIPTION & PERSON SPECIFICATION

- To sell alcohol and to follow the conditions of our premises license adhering to these conditions strictly at all times
- To clear customer tables, to make sure customer areas are kept clean at all times and to wash glasses and dishes as required.
- To ensure operational procedures and agreed standards of cleanliness and hygiene are implemented, including practices as stipulated by Licensing Legislation and Environmental Health.
- To ensure that all front of house equipment is maintained in a clean and operational state before and after shifts and that it is secure.
- To remove refuse following the correct procedure as and when required.
- Any other appropriate duties as deemed necessary by the Catering Team Leader, Catering Shift Manager and their line managers.

KEY RELATIONSHIPS
- Catering Team Leaders
- Catering Shift Managers
- Catering Manager & Deputy Catering Manager
- Catering Teams
- Kitchen Teams

OTHER:
- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
# PERSON SPECIFICATION

**Job title:** Catering Team Member  
**Date:** February 2019

**Person Summary:**  
An enthusiastic, friendly and competent individual who has high expectations of themselves and others, with a passion for excellent service and the ability to successfully maintain and deliver that service at a consistently high standard.

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## ESSENTIAL:

### Knowledge and Experience:
- Demonstrable experience in a customer-focused catering role and/or qualifications relating to the food and beverage industry.
- An understanding of and good working knowledge of the Licensing Scotland Act 2005.
- Experience of preparing high quality cold and hot beverages and the ability to consistently do so.
- Experience of using an EPOS till system.

### Personal skills and attributes:
- A genuine interest in working in the catering service industry and the ability to enhance the customer experience through delivering excellent service.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to customers.
- The ability to build and maintain good working relationships with fellow staff and members/customers.
- The ability to maintain a mature and calm disposition.
- High personal standards of performance and pride in your work.
- A willingness to learn new skills as required and undertake appropriate training.
- A willingness to go the extra mile to ensure the job is done to the highest possible standard.
- Smart personal appearance.
- Experience of managing difficult customers in an appropriate manner.
- Reliability and honesty.
- A well-presented appearance.
- Good sense of humour and an understanding of how to be happy at work.
- Flexibility in terms of hours worked/shift patterns in all Catering units.

### Other:
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**DESIRABLE:**

**Knowledge and Experience**
- Basic Food Hygiene qualification.
- Barista trained.
- A good working knowledge of Health and Safety issues relating to catering outlets, all food hygiene legislation and new licensing legislation.
- Strong experience and understanding of EPOS systems relating to catering outlets.
- Experience of serving alcohol.

**Shared Values:**
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

**Shared Competencies:**
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Knowledge & Skills Development
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 1 position.