

JOB DESCRIPTION

Job Title:	Event Catering Assistant
Department / Unit:	Conference & Events, Conference & Catering
Grade:	RHUL 2
Accountable to:	Deputy Hospitality Conference & Banqueting Manager
Purpose of the Post	
To assist the Deputy Hospitality Conference & Banqueting Manager with the effective day to day planning, organization and delivery of hospitality across the whole of the university campus both in term and vacation time.	
Key Tasks	
<p>The Role holder will work in one particular area, but may be required to work in any other catering service area within the Conference & Catering Department.</p> <p>Responsible for the preparation and delivery of any hospitality orders to any University location as may be required and ensuring a consistent standard of service and customer care for each delivery as per the established operational standards and procedures.</p> <p>Contribute to providing a welcoming environment to enhance the student and customer experience</p> <p>Generally responsible for organizing their own work schedule in conjunction with any other staff that may be appointed to assist with the tasks in hand as workload and business dictates.</p> <p>Ensuring compliance with food hygiene, health & safety regulations and safe systems of work, taking remedial action as necessary.</p> <p>Ensuring stock control and recording systems are maintained as per established operational standards and procedures.</p> <p>To receive and check incoming deliveries, transfers of stock to other departments completing all documents as per the policies, procedures and systems of the College in relation to financial and operational control.</p>	

The requisitioning and, when necessary, the ordering of food and non-food items, cleaning materials and equipment in conjunction with the Deputy Hospitality Conference & Banqueting Manager

To ensure that key control systems are maintained as per established operational standards and procedures.

Co-coordinating daily cleaning schedules and the reading and recording of refrigerator, cold display cabinets and cooked food temperatures as required.

To Assist the Deputy Hospitality Conference & Banqueting Manager when dealing with all complaints as per the established complaint's procedure.

To attend daily and weekly briefings/meetings.

To attend training as required with particular regard to the catering role.

To assist with the preparation and service of special events, internal deliveries, conferences and exhibitions that are used for providing catering services such as receptions, banquets, dinner and a variety of other functions.

Reporting defects to the Deputy Hospitality Conference & Banqueting Manager and ensure that the appropriate follow up action is taken.

Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.