



**I M A G O**  
V E N U E S

## **JOB DESCRIPTION**

**Job Title:** **Casual Front of House Assistant**

**Location:** Sir Denis Rooke Building, Holywell Park

**Hours of Work:** Casual hours mainly Monday to Friday between 08:00 – 18:00 (evening and weekend shifts might also be required)

### **1. Job purpose:**

To support and assist the rest of the team in delivering a first class customer service

### **2. Duties and responsibilities:**

To assist in the daily running of the conference centre;

- Setting up and clearing down of coffee bars
- Setting up buffets
- Waiting on tables in our 240 seated restaurant
- Making sure that the coffee areas are well stocked, clean and ready for use by the delegates
- Setting up and clearing down of conference rooms
- Serving at any gala or private dinners
- Ensuring customer requests are dealt with promptly and efficiently with the aim of achieving total guest satisfaction
- Provide a level of service that exceeds customer expectations
- Maintaining a high standard of cleanliness and quality in the venue at all times

### **3. Other related activities and functions**

To undertake any training and development deemed appropriate for the position by the relevant line manager.

To ensure compliance with all relevant Imago policies and procedures.

To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to Imago's Health, Safety and Environmental Policies and Procedures.

All staff should hold a duty and commitment to observing Imago's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Imago policies/procedures.

#### **4. Organisational responsibility**

This position reports to the Duty Manager and Venue Manager.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: \_\_\_\_\_ (job holder)

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

## PERSON SPECIFICATION

Job Title: **Casual Front of House Assistant**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Experience of providing excellent customer service	Experience of working within the hospitality industry  Knowledge of restaurant service
<b>Skills and Abilities</b>	Articulate with good communication and interpersonal skills  Outstanding customer service skills  Self-motivated and able to work using own initiative  Punctual and reliable  Pay attention to detail and able to maintain high standards at all times	
<b>Training</b>	A willingness to undertake further training if and when required  A willingness to adopt new procedures as and when required	
<b>Other</b>	Well presented with a pleasant and courteous manner  Effective team player  Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace  Willing to wear Imago's corporate uniform whilst on duty	