



Job Description

Job Title: Casual Lounge and Bar Assistant

Reports to: Food and Beverage Supervisor/Assistant Restaurant and Bar Manager

To provide an exceptional customer service in all Food and Beverage areas throughout Imago Venues.

This role will deliver in both quality, standards and customer service to all Imago guests and the postholder should be welcoming, approachable and professional at all times.

Duties and Responsibilities

Customer Service

1. To always offer the best level of customer service
2. To ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customers' expectations.
3. Report all customer complaints and comments to a manager.

Standards (quality) – practices and procedures

4. To ensure that the quality-of-service delivery/ performance / cleanliness is maintained to the highest standard.
5. To ensure that you are aware of any dietary requirements, timings, and any other specifics of an individual booking/event.
6. Keep up to date by reading staff noticeboards/memos.
7. To uphold standards and presentation of all Lounge, Bar and Restaurant areas.
8. Communicate well with all colleagues.

9. To liaise closely with other departments with regards to daily catering requirements, In-House numbers and support Conference and Events team when needed.
10. To report any faulty equipment to management
11. Follow correct hygiene regulations

Finance – sales and costs

12. Use the EPOS systems (tills) following correct cash procedures and using correct pricing
13. Ensure any promotions and deals are correctly inputted into the till
14. Assist Restaurant and Bar Manager with stock rotation and making aware of any orders that may need to be placed

Communication

15. To liaise with the manager and other members of staff, with regards to the days business needs
16. To relay customer feedback, positive or negative to the manager and sales team
17. To maintain a close and effective communication link between Departments and all imago venues
18. Be a brand ambassador and actively promote Imago Venues as the opportunity arises.

Health and Safety

19. To ensure relevant Health and Safety training including Food Hygiene and Allergen training is attended/completed online as required.
20. To ensure aware of hazardous products as per COSHH guidelines
21. To be aware of all relevant emergency and evacuation procedures.
22. To respond appropriately to emergencies or urgent issues as they arise and dealing with the consequences and reporting to a manager where needed.
23. To ensure all accidents / near misses are reported while following correct reporting procedures.

Corporate and Social Responsibility

- 24. To adhere to Imago's environmental policy
- 25. To actively participate and promote the charities that Imago sponsor.

Other Related Activities and Functions

- 26. To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post.
- 27. 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 and relevant Health and Safety legislation.
- 28. All staff should hold a duty and commitment to always observing Imago's Equality and Diversity policy and procedures. Duties must also be carried out in accordance with relevant Equality and Diversity legislation.
- 29. To ensure that the quality of service / performance is maintained to the highest standard

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: _____

February 2021

Job Specification

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	Essential	Desirable
Experience	<p>Relevant industry experience as a restaurant, catering, conference, and banqueting assistant</p> <p>Sound operational knowledge of restaurant, bar, conference, and banqueting</p>	<p>Background of successful interaction with customer service departments</p>
Skills and Abilities	<p>Proven ability to provide outstanding customer service</p> <p>Articulate with good communication and interpersonal skills</p>	<p>Use initiative and experience to ask questions and query systems in place</p> <p>Highly organised and able to work to tight deadlines</p> <p>Self-motivated and ability to work using own initiative</p>
Training	<p>A willingness to adopt new procedures as and when required</p>	<p>Ability to demonstrate evidence of continuing professional development and a willingness to undertake further training if and when required.</p>
Education/Qualifications	<p>Minimum GCSE Grade C (or equivalent) in Maths and English</p> <p>Basic Food Hygiene</p>	
Other	<p>Well presented with a pleasant and courteous manner</p> <p>Flexible, able to work shifts and weekends (own transport/local)</p> <p>Effective team player Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace</p> <p>Expected to wear imago's corporate uniform whilst on duty.</p>	<p>Second Language</p>