

<b>Apprentice role title</b>	Apprentice Food and Beverage assistant
<b>College/Budget Centre</b>	HAS
<b>School/Department</b>	Hospitality
<b>Duration of the apprenticeship</b>	12 months
<b>Contact details for any enquires</b>	<a href="mailto:C.wright.2@bham.ac.uk">C.wright.2@bham.ac.uk</a>
<b>Closing Date</b>	10 <sup>th</sup> July 2017

### **Apprenticeship summary**

As part of Hospitality and Accommodation Services (HAS), the Catering department offer a wide variety of outlets to staff, students and visitors across campus and in our student accommodation. These range from small coffee shops to large restaurants, as well as providing hospitality services for conferences and events held on campus. The post-holder will be responsible for providing excellent customer service in any one of those areas/outlets.

These apprenticeships will provide you with a great introduction to working in hospitality. Dependant on the role you will learn basic food preparation, the provision of a high quality food and beverage service, cash handling, cleaning and stock control, along with any other duties required to ensure the smooth running of the catering service we offer to our diverse range of customers.

### **Main duties you will learn during the apprenticeship**

#### **Customer Service**

- Deliver the highest level of customer service by building relationships with customers and colleagues
- How to build rapport with customers whenever possible and encouraging customer feedback
- Ensure that a high standard of personal appearance and hygiene is consistently maintained at all times. This includes wearing the correct protective clothing
- Maintain a close working relationship with all members of staff, including Supervisors and the wider University Catering Management Team

#### **Hospitality Requirements**

- Provide quality beverages and food products consistently for all customers by following recipe and presentation standards, ensuring operating manuals and specifications are adhered to at all times
- Ensure a correct standard of stock rotation is followed whilst maintaining adequate stock levels and making sure that food products are used prior to the best before date
- Report any equipment failures and hazards to either the Supervisor/Manager/Supplier in a timely manner, including vending where appropriate
- Ensure all portion controls are adhered to as directed by the Supervisor/Manager and in line with Operations Manuals
- Ensure that all basic food preparation conforms to standards set down in the Operations Manuals/Food Safety Codes of Practice
- Maintain a strict control on all food wastage and record accordingly through the appropriate system in use
- Ensure that all HACCP hygiene and allergen recording systems and food receipt procedures are carried out and correctly recorded in accordance with the Supervisor/Managers instructions and to take on this role without instruction in their absence

- Conform and adhere to all Health/Food Safety Codes of Practice and COSHH regulations at all times
- Assist with the transportation of commodities and equipment from one location to another as required, abiding by the strict hygiene/Health and Safety regulations whilst doing so
- Operate EPOS terminals including the safe custody of money and its return to the appropriate person. This includes but is not limited to the opening / end of day procedures, cashing up and ensuring the security of all monies in the safe at all times.
- In areas where appropriate, or as directed by the Supervisor/Manager, to secure areas if and when required
- Maintain a clean and organised work space so that colleagues can locate resources and products as required
- Perform cleaning tasks to a high standard at all times, following standard operating procedures and ensuring a clean environment
- Ensure the regular removal of rubbish as necessary from areas of the workplace
- Ensure the thorough cleaning of all equipment, utensils, crockery, glassware, walls, fridges, tables and accompaniments and all work areas and surfaces and to ensure they are sanitised before the end of each shift

### **Team Work**

- Assist with increasing sales by upselling products and making recommendations to improve the standards of service
- Promote the outlet and related events, ensuring all point of sale equipment is used correctly as per operational standards
- Participate in any on-job training as required, and where required, attend and take a full and active part in any other training and development activities/courses identified for you by the catering management team
- Support new staff by positively reinforcing successful performance and giving respectful and encouraging coaching as needed
- Attend all team briefs/training and departmental meetings as required
- Be actively involved in an annual personal development review with your line manager/supervisor
- Undertake any other reasonable duties or requests (other than those stated in the job description) as requested by a senior member of staff

### **This apprenticeship would suit:**

Our team is fully committed to delivering excellent customer service. We believe that it is not just about what you do, but the way in which you do it that is vital to our success. At the heart of our team are these commitments:

- Communication
- Going above and beyond
- Delivering results
- Personal effectiveness
- Empowerment
- Teamwork

Joining our team means you'll be making a real difference to the student and staff experience at the University, and so the successful candidate will need to demonstrate these attributes on a day to day basis.

### **Required Knowledge, Skills, Qualifications, Experience**

- An interest and enthusiasm for working in a busy, customer facing role
- An interest in working in a food and beverage environment being particularly advantageous
- It is essential that you have positive communication and interpersonal skills and the ability to work on an individual basis or as part of a team environment
- A smart appearance is required, however full uniform will be provided
- Work patterns may vary so a flexible approach to working hours and days is essential

### **Career Pathway**

*Please include detail of potential career progression from this apprenticeship. This should be both internally and externally.*

*Barista*

*Bar Assistant*

*Catering Assistant*

*Hospitality Team Leader*