



Position Description

JOB TITLE:	Front of House
DEPARTMENT:	University Union
DIVISION:	CAMPUS AND COLLEGIATE LIFE SERVICES - Operations Group
REPORTS TO:	Executive Chef / Head Chef

STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University Vision of having an international reputation for excellence by enabling our Students and Academic, Research and Service Partner Divisions to achieve their strategic goals. Further, through the expertise, advice and services offered, the Operations Group of Divisions and Offices directly influence and provide outstanding campuses and student experiences.

PRIME FUNCTION:

The Front of House is responsible for providing a friendly and engaging food service in an efficient and effective manner. They will follow appropriate standards, legislature and policies, in particular risk, Food Safety, Health and Safety and fiscal prudence. They will contribute to the division by being part of the wider team of food industry specialist that will support the organisations continuing service development.

Skills:

- Demonstrated commercial acumen and strong customer service ethic.
- The ability to work effectively and professionally and unsupervised.
- High level of professionalism with a very strong customer focus.
- Committed to continuous improvement, always looking at what and how services are delivered to see if results are achieved in the most efficient and effective way.

Experience:

Mandatory

- Demonstrated ability to develop and maintain effective networks and key relationships.
- Experience in the supervision of other student staff.
- Experience working within hospitality services.
- Demonstrated ability to achieve a high level of competency and teamwork.

POSITION SPECIFIC ACCOUNTABILITIES:

Key Areas	Accountabilities and Actions
Operational Tasks	○ Ensure the delivery of good quality food offering. ○ Ensure that workspace (popups) are clean, tidy, and at the end of shift left in a clean and organised in preparation for the next day. ○ Be punctual, well-presented and correctly attired at all times while working as per the standard of dress policy. ○ Be responsible for the setup and delivery of food in our pop ups and ensure the service meets with the agreed standards. ○ Ensure that all food service practices meet food safety requirements. ○ Ensure that correct procedures are instituted and followed in portion and quality control, temperature control, food presentation and the control of food usage and wastage. ○ Ensure that all kitchen practices meet health and safety requirements. ○ Report any kitchen equipment and maintenance issues to the Executive Chef or Head Chef.
Human Resources	○ Keep the Executive Chef or Head Chef up to date with any human resources issues or health and safety concerns.
Communications and Relationship Management	○ Manage all relationships to promote the desired image of the Campus and Collegiate Life Services Division. ○ A professional attitude is to be projected at all times. ○ Foster excellent communication and actively engage with all customers.

SIGNED:**DATE:**