

**Job Description.**

<b>1. Job Details</b>  Job title: Conference & Banqueting Waiter  School/Support Department: Accommodation Services  Unit (if applicable):  Line manager: Assistant Manager ( Line manager employed in same unit)	
<b>2. Job Purpose</b> Undertake the preparation, setting up, service and clearing for Conference & Banqueting events across multiple sites and be required on occasions to work alone for such events. In addition serve alcoholic and non alcoholic beverages and handling of moneys as required.	
<b>3. Main Responsibilities</b>	<b>% of time</b>
1. To set up rooms as per clients requirements across various sites both within and outside University buildings (outside catering) with numbers of events regularly fluctuating along with location and size of events.	20%
2. Depending on nature of catering e.g. Buffets, or seated dinners, provide the appropriate level of service as per standards laid down in department Standard Operating Procedures, ensuring that there is sufficient food and the customer are served efficiently as per booking request.	30%
3. Provide a courteous standard of service and deal with any customer issues which or refer up to a supervisor if required.	10%
4. For any beverage service for function bars or during the events, ensure service area is laid out appropriately and that sufficient beverage is available along with any equipment required for service. Full compliance with Scottish Licensing Laws are required.	10%
5. As part of a team or if working alone for smaller functions, ensure post event area has a full clean down & if appropriate the area is secured. securing of all areas used.	10%
6. Responsible for collecting all dirty linen post events and removing all food waste as per food hygiene management systems, informing supervisor of function usage e.g. extra wine supplied out with original booking requirements.	10%
7. Following training, set up all audiovisual equipment for events and clear and reset as per booking requirements	5%
8. Will undertake the above duties working on a rotational basis at any catering location and any additional duties as requested by management.	5%
<b>4. Planning and Organising</b>  Majority of duties are set down by line manager, but must be able to prioritise during shift based on greatest pressures e.g. during set up time for events ensure that deliveries are logical to sites e.g. crockery and cutlery is in place according to timings so that all events are ready on time and chefs can plan for food to be ready for delivery.	

During set up, service and clear down use judgement based on location for most effective layout to enable efficient service and a fast clean down.

Liaise closely with chefs to ensure speed of service is maintained and there is no detrimental impact on temperature of product.

### **5. Problem Solving**

Little problem solving required. If they have any concerns they should be referred to line manager or Supervisor.

### **6. Decision Making**

Deal with customer queries and take appropriate action as required e.g. decide at what stage a complaint or query should be referred to line manager.

Be able to deal quickly with unexpected circumstances e.g. emergency situations, sudden increase of function numbers, change in room layout, change in function start time, running short on food due to higher numbers than expected etc. In all such situations liaise with line manager to find a best solution/compromise.

Given the unusual nature of bars deal with any alcohol related incidents whilst ensuring that responsibilities of the University as liquor licensee are paramount in all such decisions.

### **7. Key Contacts/Relationships**

Must be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Key daily contacts internal to unit and will regularly deal with at least 3 of the following: managers, assistant Managers, supervisors, chefs, catering assistants, kitchen porters, store person, customers.

### **8. Knowledge, Skills and Experience Needed for the Job**

Whilst a formal qualification is not necessary the ability to demonstrate people management skills, customer care skills and health and safety awareness in a similar environment is essential. Silver Service training will be provided if required and after on the job training must be able to learn by experience. To attain basic food hygiene qualification within 6 months.

### **9. Dimensions**

Provide food service to between 80 – 200 customers daily.

Drive van to outside catering locations.

### **10. Job Context and any other relevant information**

The catering/bar environment can be a physically demanding environment requiring substantial physical effort at times with heavy lifting and sometimes long periods of repetitive tasks. A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace over meal service times.

A high level of flexibility is required to cover changes in services, dependant on business levels and requirements. Demands to provide services out with the catering unit and to provide function coverage, requires co-operation and must be prepared to extend working hours at short notice within limits. C & B Waiters must be prepared to work in any area unless specialist training has not been given.

