**BG (LINCOLN) LTD**

**JOB DESCRIPTION**

**Title:**  Customer Service Assistant – Retail Support Team

**Pay:** £14,717.50 per annum

**Responsible to:**  Operations Manager

**Job Summary**

To deliver world class service to customers through our retail outlets. To service customer choice from our extensive menu and encourage sales through product recommendation. Preparation and replenishment of service points to ensure that the product range is available and maximised at all times. To provide sales support to all retail units across campus as required, including till and cash control. To provide support to conference services when required.

Late evening and weekend work should be expected as part of this role.

**Detailed Responsibilities/Duties**

These will vary according to the time of day worked, but include:

1. Deliver a high level of customer service at all times.

2. Setting up and servicing of retail points across campus to the required standard.

3. The operation of an electronic till system and responsibility for cash control.

4. Maximising sales through product association and recommendation with the customer.

5. Clearing and cleaning of service areas before, during and after service.

6. Washing up all crockery, cutlery, cooking and serving utensils.

7. Setting up, serving and clearing of beverages, including alcohol, around the University as required.

8. Preparation, delivery and display of buffet / hot food stations to meet Conference requirements.

7. Ensuring that all work stations, including all cupboards, shelves, walls and surfaces are kept clean and tidy.

9. Assisting with the preparation and servicing of food and beverage within the main dining and kitchen facility, bar and coffee shop.

10. Ensure that rubbish is regularly removed and deposited as required, including recyclable items.

11. Assisting in all areas of BG Retail services. Stock shelves when required.

12. Comply with food hygiene regulations at all times.

13. Mopping up spillages immediately and participating in cleaning activities as required on a daily basis.

14. Ensuring all unused food, drink and provisions are put away in their correct place immediately after use.

15. Maintaining temperature records and records of stock used as directed.

16. Responsible for the security of all areas where work takes place.

17. Attend appropriate training and staff development sessions, and participate in an annual appraisal process.

18. Comply with the University’s and BG (Lincoln) Ltd’s Health and Safety Policy, legislation and practice.

19. Maintain professional standards in relationships, including non-discriminatory practices.

20. Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.

21. The post-holder must operate within the guidelines, procedures and regulations of Bishop Grosseteste University and BG (Lincoln) Ltd

22. The post-holder must operate within the University’s and BG (Lincoln) Ltd’s Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.

**BG (LINCOLN) LTD**

**PERSON PROFILE**

**Customer Service Assistant**

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|  | **Core** | **Supplementary** |
| **Education/qualifications and special training** | Good standard of education  5 x GCSE/CSE Grades A-C or equivalent | Relevant catering qualification  Personal Licence (NCPLH) |
| **Experience** | Previous experience of working in a hospitality/conferencing role | Previous experience in an educational establishment |
| **Knowledge and skills** | Experience of at least two of the following:  Waiting on tables  Cashing up and till procedures  Fast food service  Barista service  Bar service | Silver service |
| **Personal attributes** | An ability to communicate with a mixed age group  Ability to work as part of a team  Adaptable to changing demands  Professional attitude at all times |  |