

University of Southampton Students' Union

Service Assistant – Bars

Job Description

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

Main Purpose of role:

- 1) Serve & Prepare a Range of Products in the Correct Manner
- 2) Keep All Venues in a Clean and Safe Environment
- 3) Ensure Everyone Has A Positive Experience in Our Venues

Responsible to: Bars Manager

Responsible for: None

Grade: Support Staff – Level 1

Main Duties of the Post

1. Serve and prepare a range of products in the correct manner

- Serve all drinks in the correct way, based on the Weights and Measures Act of 1985, and through training by a senior manager
- Present all drinks in the correct glass, and with the correct garnish
- Prepare all food in the correct way, taking into account Food Hygiene training
- Ensure the correct cash handling procedures are carried out when taking payments
- To report any miss pours or wastage to a senior member of staff
- Follow service instructions from a Manager, when delivering products to a customer.
- Serve all coffee products to the correct standard. Barista Skills training required.
- Serve all cocktail products to the correct standard. Cocktail Skills training required.

2. Keep all venues in a clean and safe environment

- Complete all due diligence cleaning jobs on the defined day
- Ensure all paperwork is correctly filled in
- Inform a Senior Member of Staff if anything is a Health and Safety Hazard
- Comply with the relevant safety and legislative requirements including: food hygiene standards, licensing regulations, and SUSU Health and Safety standards.

- Undertake whatever training is needed to complete your duties.
- Ensure all venues are left in a suitable manner at the end of the shift

3. Ensure everyone has a positive experience in our venues

- Every customer is served with the highest level of customer service
- Service standards are followed in all venues, as outlined throughout training by a Senior Manager
- Pass on any customer complaints or queries to the Team Leader on shift
- Work as part of a team with colleagues and managers to deliver service and products.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departmental plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community
- Working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
- Such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

The Union Staff Behaviours

We have defined how we expect all staff to behave at work to live our **values**:

- Be personally **responsible** and lead by example in our work
- Be **inclusive**, making sure there is something for everyone in all we do
- Be ambitious and **engaging** by pushing the boundaries in what we offer members
- Encourage **students to lead** and be **responsive** to both staff and member ideas
- Be **transparent**, open and honest with each other and our members
- Work together, encouraging and supporting each other to do the best we can