

F&B (Bars) Team Member Role Profile

SUSU is here to enrich the life of every student.

Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) Prepare and serve a range of products to the highest possible standard
- 2) Always keep the venues clean and safe
- 3) Deliver excellent customer service and ensure everyone has a positive experience in our venues

Responsible to: Deputy Venues Manager
Whilst on Shift: Venues Supervisors & Venues Management Team

Responsible for: N/A

Grade: Student Staff – Level 1

Main Duties of the Role

Prepare and serve a range of products to the highest possible standard

- Ensure you prepare and serve all drinks in the accordance with the Weights and Measures Act of 1985.
- Ensure you prepare and serve all drinks to standards laid out by the management team. Including but not limited to, correct glassware, correct level of foam on a draught product, correct temperature for hot/cold drinks etc.
- Ensure you prepare and serve all food in accordance with Food Hygiene requirements and standard operating procedures when applicable.
- To report any miss pours or wastage to an appropriate member of staff to log.
- Follow service instructions from the person responsible for the shift.
- Ensure you prepare any venue specific food and drink to the standards laid out in the standard operating procedures. This may include, but is not limited to, barista coffee and cocktails.

Always keep the venue clean and safe.

- When working in each of the different areas of the venue, ensure they are kept safe, clean, and tidy. Including but not limited to, ensuring that the floor is clear of obstructions, spillages are dealt with, and stock is safely stored.
- Take steps to immediately deal with anything that becomes a health & safety hazard and escalate if required.
- Ensure you use all equipment for its intended purpose in a safe manner. Do not use equipment unless you have been trained in its correct operation.
- Stay up to date with SUSU training.
- Report any near misses, incidents, or accidents to a senior member of staff.
- Ensure you follow COSHH procedures and that chemicals are stored securely and safely.



Deliver excellent customer service and ensure everyone has a positive experiences in our venues.

- Follow best practice as laid out in documents such as, but not limited to, the Standard Operating Procedures for venues and the mystery shopper template.
- Support other staff members on shift in their efforts to provide excellent customer service and create a welcoming and inclusive atmosphere for all customers.
- Be aware of SUSU initiatives and/or campaigns such as Ask for Angela, SUSU Safe, Zero Tolerance and others.
- Deal with any customer complaints in a calm and professional manner and pass on any issues that you cannot resolve to a senior staff member on shift.
- Feedback your own ideas to the management team to improve the student experience.
- Work as part of a team with colleagues and managers from other SUSU areas to create positive customer experiences. This will include, but is not limited to, welfare assistants, entertainment hosts and events hosts.

You will contribute to the overall effectiveness of the SUSU 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 Strategy, promoting our aims and values through the goals of the department.
- Adhering to the SUSU policies, in particular Health & Safety, EDI and safeguarding.
- 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.

Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Up to date knowledge food and beverage service best practice.		X
Excellent communication and interpersonal skills to work with people at all levels across the organisation.	X	
To have a working knowledge of food and hygiene regulations and demonstrable awareness of HACCP procedures.		X
To hold or be willing to work towards a First Aider at work certificate.		X
Enjoy working as part of and leading a team and possess a flexible approach to work.	X	
Commitment to the provision of excellent customer service with a high level of discretion and professionalism.	X	
Commitment to and understanding of Equality and Diversity, Ethical and Environmental issues and Health and Safety.	X	
A commitment to the values and purpose of a Students' Union.	X	



Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



We are Responsible

We are accountable for our **decisions**

We stand up for others and challenge **unfairness**

We recognise the importance of the **climate crisis** and constantly try to become more environmentally sustainable in all our practices



We create Community

We create opportunities for all students to feel part of a **wider community**

We make sure our spaces and activities make all students feel **they belong** here

We work to help all students **feel safe**, able to express themselves and participate fully



We are Supportive

We will always be here for students, **ready to help** when necessary

We empower students to **develop skills**, find solutions and make change

We make sure the **student voice is heard** in all areas that affect the student experience