

# Venues Customer Service Assistant

## Role Profile

**SUSU's vision is that we are here to enrich the life of every student.**

Your role is contributing towards achievement of this vision is described below:

### Main Purpose of Role:

- 1) To provide a high-quality customer experience for all SUSU customers in Food & Beverage and Retail environments
- 2) To ensure food and drink service is consistently completed to the expected standard
- 3) To ensure that all venues provide a clean and safe environment

**Responsible to:** Deputy Venues Manager

**Responsible for:** Not applicable

**Grade:** 1

### Main Duties of the Role

#### To provide a high-quality customer experience for all SUSU customers in Food & Beverage and Retail environments

- Provide the best customer service by dealing with customers in a consistently efficient, courteous, and professional manner.
- Ensure efficient and accurate completion of order and payment transactions
- Ensure awareness and implementation of SUSU customer and student safety initiatives and campaigns such as Ask for Angela, SUSU Safe, Zero Tolerance
- Resolve any customer queries and complaints promptly and professionally, escalating to supervisory staff or management where necessary.
- Consistently deliver all service standards laid out by the management team.

#### To ensure food and drink service is consistently completed to the expected standard

- Prepare and serve all drinks to the expected standard and based on the Weights & Measures Act of 1985.
- Ensure food orders are completed to the agreed standard and served accurately and efficiently
- Complete stock replenishment and rotation to ensure efficient food and drink production at the venue
- Consistently report any miss pours or wastage to an appropriate member of staff to log.

#### To ensure that all venues provide a clean and safe environment

- Ensure venues are kept to a high standard of cleanliness and tidiness throughout trade and that they are left in a suitable condition at the end of service.
- Complete all relevant due diligence processes and procedures on shift

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- Inform management of any accidents, incidents or near misses so these can be recorded and properly acted upon.
- Consistently comply with the relevant safety and legislative requirements for the outlet, including but not limited to food hygiene standards, licencing regulations, SUSU Health & Safety standards, Challenge 25

### **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 SUSU Strategy, promoting our aims and values through the goals of the departments Operational Plan.
- Promoting SUSU's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental.
- Contributing to the positive image of SUSU 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
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

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### Person 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
Relevant experience in Food & Beverage, Retail or Customer Service role		X
Working knowledge of basic food hygiene safety and regulations (e.g. Level 1 or 2 Food Safety & Hygiene)	X	
Working knowledge of health and safety procedures	X	
Excellent communication and interpersonal skills	X	
Awareness and appreciation of exceptional customer service	X	
Excellent time management skills	X	
Experience and willingness to work as part of a team	X	
Commitment to and knowledge of equal opportunities – including equality, diversity and inclusion	X	
Commitment to and passion for the values and purpose of SUSU, including the ability to work in a student led environment	X	
Commitment to and an understanding of environmental issues and health & safety	X	

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### 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