2021 VAC 118

**Job Description**

|  |  |
| --- | --- |
| **Job title** | Apprentice Hospitality Team Member |
| **Grade** | Apprentice |
| **Service/Team** | Catering |
| **Main purpose of job** | To assist in delivery of a café outlet and catering and hospitality function as directed by the Hospitality Team Leader. |
| **Key responsibilities** | 1. Assisting in the preparation and serving of a high-quality food and drink offer 2. Engaging with customers to maximise sales 3. Undertaking the Level 2 Hospitality Team Member apprenticeship |
| **Key tasks** | 1. Preparing and serving a range of premium quality hot drinks to specific instructions and a consistent level 2. Preparing and serving a premium quality hot and cold food offer to specific instructions and a consistent level 3. Ensuring product presentation meets set standards at all times 4. Taking payments through cash handling or cashless payment 5. Taking and managing orders via a pre-order app 6. Engaging with customers to ensure high levels of customer satisfaction 7. Assisting the Hospitality Team Leader to maximise sales as required 8. Assisting in the delivery of hospitality and events catering as required 9. Carrying out general cleaning duties in all relevant catering areas 10. Movement of dining furniture. 11. Reporting of faults or defects in relation to premises/plant to maintain safety standards 12. Ensuring that actions are based on meeting all legislative expectations and the requirements of the Food Safety Management System 13. Undertaking all expected tasks in relation to the achievement of the Level 2 Hospitality Team Member apprenticeship |
| **Responsible for staff/equipment** | N/A |
| **Other duties/specific policies e.g. DBS** | The post holder must have the flexibility to work additional hours, weekends and evenings as required.  The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |