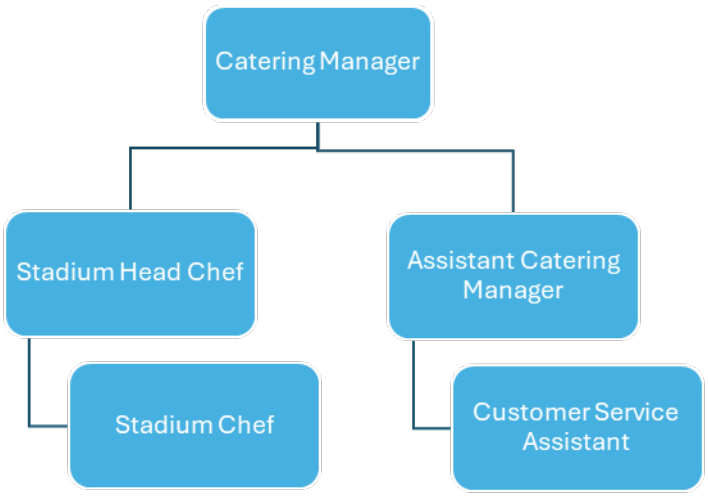
	Job Description

Section A: Job Definition

Job Title: Customer Service Assistant
Section: Place Services
Grade: C

Section B: Organisational Relationship



Section C: Job purpose

To undertake a range of venue duties to assist the operation of customer services within the catering department at Falkirk Stadium.

Section D: Key responsibilities

- To present a comfortable and welcoming environment to customers, ensuring that service areas are maintained and cleaned to a high standard.
- To maintain health & safety and hygiene in all areas and to assist in the event of an emergency.
- To provide high standards of customer service and care so that the reputation of the service is enhanced and sales targets are met.
- To advise customers of products and services available and actively promote the venue.

- To carry out sales to the public (operating computerised till and ticket booking system), take customer bookings, when required and accurately follow cash handling, cashing up and reconciliation procedures so that audit requirements are adhered to.
- To assist with the preparation, presentation and serving of food and beverages (including alcoholic beverages).
- To carry out simple cooking e.g. reconstruction of prepared food.
- To undertake general kitchen and service area / dining area cleaning, following approved schedule – including washing up, setting up and clearing away of equipment and crockery and cleaning of service specific equipment.

Section D: Key responsibilities (Cont.)

- To monitor stock in line with stock control procedures and, when required, procure supplies, services.
- To undertake front of house duties including checking tickets to ensure they are valid for the date and performance; directing patrons to seats, providing assistance where required.
- To co-operate with managers in order to comply with safety regulations and the Corporate Health & Safety Policy.

Section E: Accountability

There is no direct accountability associated with this post.

Section F: Knowledge, Skills and Experience

Essential

- The post holder should be in possession of, or willing to train for, an Elementary food hygiene certificate.
- The post holder will need to demonstrate a commitment to updating industry specific qualifications on an on-going basis.
- The post holder will have experience of customer service and cash handling, previous food preparation and serving experience.
- Relevant hospitality, bar and/or catering experience, preferably in a visitor attraction/venue

Desirable

- A knowledge of Alcohol Focus Scotland ServeWise scheme is desirable.

Section G: Demands

- The post holder will follow routine working practices in the delivery of customer services.
- The post holder will be required to resolve routine problems as they arise.

- The post requires a degree of anticipatory thinking in order to develop and maintain high quality service delivery.
- The post holder will be required to exercise judgement when solving routine problems, giving consideration to the implications of any decisions taken. Non-routine problems should be referred up to the relevant line manager/supervisor.
- The post holder will work to specified instruction.

Section H: Communications and contacts

Internal

- Daily contact with Catering Manager, Assistant Catering Manager, Stadium Head Chef and Stadium Chefs.
- Regular contact with colleagues based at Falkirk Stadium

External

- Customers of Falkirk Stadium
- Corporate users of Falkirk Stadium facilities
- Private users of Falkirk Stadium facilities
- Suppliers

Section I: Environment

The post holder will work in a hospitality environment (reception, public areas, kitchen, server, dining area, bar) and may be required to work at a range of Culture Services venues as required.

Evening and weekend working will be a requirement of this post.