

Arena Operations Event Catering Staff

Job Description and Person Specification

Position Details

Position: Event Catering Staff	Department: Arena Operations	Reporting to: Events Manager
Salary: £15,225 - £15,600 per annum	Contract: Permanent	Hours per week: 40 per week, 5 out of 7

Overall Objective: To provide excellent service to customers.

Job Description	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To ensure that customers receive excellent service at all times • To ensure a prompt and efficient food and beverage service for functions in Hotel and Arena • To work with limited supervision providing food and beverage service and dealing with guest requests on pre and post event days. • To help the team keep toilets and bathrooms stocked and cleaned, along with floor in green rooms, balconies and Main floor. • Check cleaning standards of stairs, windows and doors. • To do an external check of the building upon instruction from Manager. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To ensure that all customers receive excellent customer service for functions. • To liaise with external contractors and internal departments, including production companies, suppliers, external Caterers, maintenance contractors and Intermk Group Limited and MKDons Sport and Education Trust employees • To assist in setting-up functions to specific specifications and within the agreed timeline. • To support the close down of bars to company standards, including removing and securing all stock, surfaces are clear and clean and that all equipment is clean and presented ready for service. • To ensure that all company policy and procedures, health & safety, and legislation is adhered to. • To ensure that general housekeeping standards are maintained, including cleaning of all areas and the maintenance of both front and back areas. • To report maintenance, accidents and health & safety issues using the company procedures. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Excellent customer service skills. • Excellent communication skills, both written and verbal • Excellent attention to detail. • Flexible around working days and hours, including weekends and occasional nights. • Evidence of working to deadlines • Adaptable to change • Ability to work in large teams and independently • Basic IT skills <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Events experience in a hotel or large conference venue. • Strong problem solving skills. • Self-motivated. • Work on own initiative <p>This job involves heavy lifting and long periods of standing and walking long distances.</p>
Reference: A0355	Closing Date: 10 th February 2018