



Direct Tel: 0161 876 2086
Email: recruitment@thelowry.com



PRIVATE & CONFIDENTIAL

Dear Sir/Madam,

CASUAL HOSPITALITY ASSISTANT

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Casual Hospitality Assistant.

To apply for this position please email your CV to: recruitment@thelowry.com or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

The application deadline is Monday 30 July 2018 at 10:00am. When we have received your completed application form we will send you an invite to our Recruitment Open Day, which will be held on Monday 6 August 2018.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton
Human Resources Advisor



JOB DETAILS

Post Title : Casual Hospitality Assistant
Department : Hospitality
Reports to : Hospitality Duty Management Team

JOB PURPOSE

Provide our customers, across the entire hospitality function, with a first class Catering and Hospitality service whilst maintaining consistently high standards and ensuring the smooth operational procedures are followed on a day to day basis.

SUMMARY MAIN DUTIES AND RESPONSIBILITIES

STANDARDS

Take ownership of all The Lowry's hospitality functions in their entirety.

Responsible for the setup, operation and closing of all the hospitality areas as appropriate, ensuring that all opening, closing and handover procedures are complied with at all times.

Assist in the operational maintenance of till systems and the reporting of any errors/malfunctions to the management team

The correct recording of wastage and breakages of all consumable and non-consumable items across the hospitality function.

Liaise and communicate effectively with all members of the hospitality management and non management team in order to ensure all business objectives are achieved.

Responsible for the security of all relevant monies in compliance with company procedures, as directed by the hospitality management team.

Provide a high level of customer service, product knowledge and understanding throughout the hospitality function

Updated October 2015 by the Hospitality Manager

TRAINING

Promote and comply with legislation and The Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.

Identify and undertake training and development as required in order to meet personal and business needs.

HEALTH AND SAFETY

Maintain The Lowry's hygiene standards complying with agreed cleaning schedules and policies, across the hospitality function.

Report health and safety hazards with regard to working practices, defective equipment or physical working environment to your line manager or maintenance team.

Ensure that the health and safety regulations are upheld in the hospitality department including the completion of all legal documentation and monitoring systems.

To ensure temperature records are recorded in line with company procedures and relevant action is taken to remedy any anomalies by informing line management.

To accurately and effectively serve alcoholic & non-alcoholic drinks and food in accordance with current licensing and allergen legislation.

ADMINISTRATION

To ensure all documentation relevant to the post is completed in accordance with company procedures.

Ensure rosters are complied with and timesheets for these hours is accurately recorded.

OTHER DUTIES

Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry.

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

| CRITERIA | ESSENTIAL | DESIRABLE |
|---|---|---|
| SKILLS/ABILITIES | <p>Good interpersonal skills</p> <p>Ability to build and maintain relationships across the Hospitality function</p> <p>Ability to work under direction, within a team and on own initiative</p> | |
| KNOWLEDGE | <p>An understanding of personal and collective responsibility with regard to Health, Safety, Hygiene and licensing regulations/ procedure</p> | <p>A knowledge of and interest in the current trends and developments within the hospitality Industry</p> |
| QUALIFICATIONS, TRAINING AND EDUCATION | <p>Awareness of current licensing legislation</p> | <p>Basic food hygiene</p> |
| EXPERIENCE | <p>Experience of working within a team of staff in the hospitality industry</p> <p>Cash handling experience</p> | |
| OTHER REQUIREMENTS | <p>A flexible and adaptable approach to working hours</p> | |

Updated October 2015 by the Hospitality Manager

