

## Hospitality Assistant - Head Office PDR's

<b>Location:</b> Bracknell	<b>Profession:</b> Hospitality & Food Service
<b>Reports to:</b> Team Manager Food Production / Team Manager Food Service	
<b>People Management:</b> N/A <b>Assignment Management:</b> N/A	
<b>Job description (critical purpose)</b>  <p>Working as a part of a busy Catering team to deliver and maintain high standards of all aspects of catering: service, presentation, operation and food hygiene.</p> <ul style="list-style-type: none"> <li>• A customer facing role in which the Partner operates as a member of the Catering sales and service team.</li> <li>• Openly demonstrates a passion for food and are motivated to deliver sales and cost targets.</li> <li>• An ambassador for the Food &amp; Hospitality profession and is focused on delivering a consistently exemplary customer experience.</li> </ul> <p>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</p> <p>The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.</p> <p>We celebrate diversity and inclusion in the John lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.</p>	
<b>Primary Outcomes &amp; Accountabilities</b>  <p>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession</p> <p>Take responsibility for actively engaging with change</p>	<b>Measures of success</b> <ul style="list-style-type: none"> <li>• Engagement in democratic process</li> <li>• Personal PDP in place with stretching objectives.</li> <li>• Responsive to matrix functional service requirements clearly set and meeting overall campus support requirements with positive relationships</li> <li>• Ensure there is a spirit of support and collaborative cooperation across the campuses</li> </ul>

<p>As a Hospitality Assistant you will be expected to demonstrate a flexible and positive approach to all tasks and work in all areas of the Catering Operation as requested to meet the business need. Your daily tasks will include a combination of the following;</p>	
<p><b>Customer</b></p> <ul style="list-style-type: none"> <li>• Provide a great level of service and consistently promote products to customers and deliver add on sales</li> <li>• To be a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.</li> <li>• Monitor and reduce wastage through correct ordering and record keeping</li> <li>• Ensure all counters and coffee stations are replenished and presented consistently and in line with agreed standards</li> <li>• To resolve customer queries or complaints at the first point of contact.</li> </ul>	<p>Great Feedback from Customers on service proposition Evidence of contribution to the continuous improvement  Wastage numbers for particular areas.  Delivery of service proposition and all propositions being available to Partners.</p>
<p><b>Compliance &amp; Risk Management</b></p> <ul style="list-style-type: none"> <li>• Full compliance with JLP Catering policies and legislation</li> <li>• Full compliance with Health and Safety Regulations</li> <li>• Carry out due diligence tasks and keep accurate due diligence checks and records</li> </ul>	<p>Accurate record keeping evidenced Evidence of continuous learning &amp; Development Food Safety Audit Scores</p>
<p><b>Vending</b></p> <ul style="list-style-type: none"> <li>• Ensure the vending operation delivers outstanding service to meet Partners needs.</li> <li>• Ensure that fresh food, snack and hot beverage machines across the site are replenished and in a good working order</li> <li>• Look after the stock inventory across the campuses with minimal supervision</li> <li>• Attend each vending machine in line with the service requirements, ensure it is clean and fully stocked with accurate pricing to provide a great service.</li> <li>• Ensure food safety requirements are maintained.</li> </ul>	<p>SLA's achieved in relation to vending machines Stock inventory well managed Sales growth Food Safety Audits completed and measured</p>
<p><b>Stock Management &amp; Food Production Operations</b></p> <ul style="list-style-type: none"> <li>• Ensure stock is stored in the correct manner and rotated to minimise</li> </ul>	<p>Wastage numbers low</p>

<p>food wastage.</p> <ul style="list-style-type: none"> <li>• Ensure the requirements of the cold chain are delivered.</li> <li>• Support the ordering and control of stock.</li> <li>• Support the back of house activities of the catering operations ie dishwash, food prep etc.</li> </ul>	<p>Stock rooms kept tidy and well ordered</p> <p>Speed of service is maintained.</p> <p>Development of basic skills</p>
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<b>Skills</b>	
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.
Continuous Improvement	Thinks boldly and sees issues and opportunities from all angles and multiple perspectives, even the unprecedented to draw out meaning and connections and make recommendations to adjust strategy and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions.
Learning Culture	Welcomes the views of others when it comes to own learning and development and is open to understanding others' strengths and using them where appropriate
Agile learning	Acknowledges own mistakes, learns from them and adapts to meet ever changing demands. Sets high personal standards and learns from experience and applies this in new situations to achieve success. Takes personal responsibility for realising own full potential through doing more, doing better and doing differently. Researches appropriate tools and uses relevant learning methods to enhance own skills.
Inclusivity	Understands and embraces individuality and all cultural differences to create and contribute to a respectful and inclusive workplace, both in own team and in all dealings with fellow Partners.

<p><b>The six Assessment Criteria for Resourcing most relevant to this role are:</b></p>
<ul style="list-style-type: none"> <li>- Customer &amp; Performance Focus</li> <li>- Empowered Partner</li> <li>- Planning &amp; Delivering Excellence</li> </ul>

- Collaborating & Supporting
- Unlocking Potential
- Communicating & Influencing

**Qualifications & Experience**

**Essential**

Good basic IT skills as will need to operate tills, smart devices and vending machines

Hospitality experience or customer facing role

**Desirable**

Food Safety Level 2

<i>Version</i>	<i>Created/updated by</i>	<i>Date</i>
<i>V0.1</i>	<i>Andy Smith</i>	<i>26/01/21</i>