Job Title: **Food and Beverage Assistant – Prime Time**

Hours of Work: *Between 06:30-23:00, minimum of two shifts per week*

Responsible to: Food & Beverage Manager

Responsible for: N/A

Møller Institute Values

**Trust** – generate and honour trust in all relationships
**Integrity** – act honestly, with good intent, and deliver promises
**Constant care** – get it right for the client and each other, have mutual respect, be professional, and meet agreed objectives
**Team** – you are an essential and valued contributor to a great team who deliver outstanding performance

Background

The Møller Institute is an award winning leadership development and executive education centre with its own purpose designed residential creative learning environment set in the grounds of Churchill College, University of Cambridge.

The Møller Institute is a wholly owned subsidiary of Churchill College. Our purpose is education – “to inspire individuals to be the best they can be, to accelerate the performance of the organisations which they serve and have a positive impact on society and the environment. Through our work, we covenant all profits to Churchill College to support the education of future leaders”.

Our executive education programmes are approved by Education Standards Committee of The Møller Institute, under the Royal Charter of Churchill College and The Møller Institute is an approved provider of The University of Cambridge Board of Executive and Professional Education (BEPE).

We have clear growth strategies and need exceptional people to be part of our team. The team we have developed is extremely professional, bright, enthusiastic, hard working, fun, loyal, creative and have a positive mind set around client support and service.

Overall Objective

To actively engage with our clients, exceeding their expectations and ensuring all aspects of the customer journey are effectively delivered.

Main responsibilities

* Ensure agreed standards of service are maintained in all areas and guests are treated in a professional and courteous manner at all times.
* Ensure all areas where food and beverages are served are kept clean, tidy and hygienic.
* Laying and clearing of tables as appropriate to the particular service within the standards established.
* To regularly interact with clients during morning coffee, lunch and afternoon tea breaks as appropriate, up selling facilities and services wherever possible. In the absence of the Guest Service Manager / Duty Manager to deal with customer requests in a professional manner.
* To assist other departments during each shift to include meeting room set up, the clearing of glasses and replenishment of water from conference rooms and general duties.
* Ensure stock levels in the Study Centre are maintained using agreed procedures and that stock is rotated to maximise profit and quality of goods sold.
* Provide suggestions on how the product / service we offer can be improved
* Ensure correct use of equipment and that any faults are reported immediately to the Duty Manager.
* To ensure that you abide by all of the policies and procedures in relation to our environmental, General Data Protection and Anti-Bribery and Corruption policy, details and objectives of which are included in the staff handbook.
* To carry out any reasonable request made by the Food & Beverage Manager or a member of management in a timely and cost effective manner.

Health & Safety

You must ensure that all relevant Health, Safety and Security regulations are adhered to at all times, this includes the fire procedures, COSHH, sharps, manual handling, food hygiene, GDPR, ABC and sustainability policies, all of which you will be made aware. Please ensure that you report any faults or infringements of these procedures or act immediately, where appropriate, to correct them. You have a duty of care to carry out work so that you never put yourself or others at risk, creating a safer working environment for everyone.

Learning & Development

The Møller Institute has a Company Business Plan which sets out the aims and objectives and what we hope to achieve. As part of the process of achieving these objectives, we are committed to develop all our staff.

You will be provided with all the relevant statutory training required for you to carry out your role safely and further development requirements would be discussed at your personal development review.

Business Development

****As outlined in the Company Business Plan all staff are expected to contribute to the business taking responsibility for the delivery of consistent service excellence to clients thereby exceeding their expectations.