



Job Title: Bar & Kiosk Assistant

Job Level:

Responsible To: Food & Beverage Events & Logistics Manager

Direct Reports: None

Place of Work: Sheffield Arena

Purpose of Job: Ensure products are correctly prepared and presented to the department's high standards. Efficient and polite service of products with accurate cash handling and till use. Some food preparation and cleaning duties.

Job Summary: With experience of working in a customer facing role, you will work a variety of events and will be looking to develop your skills. With leadership and training to ensure all food hygiene requirements are met, you will work in a variety of roles to ensure our clients receive efficient service and customer service second to none. Excellent time keeping with a flexible approach, high standards of personal presentation are all essential.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

2 Customer

- Customer facing, the highest standards of personal hygiene and presentation are essential.
- Consistently exceed customer expectations.
- Ensure full product knowledge, offers, selling price and dispense arrangements.
- Serve customers with accuracy and report all anomalies.

3 People

- Working as part of a team with individual goals and responsibilities.
- Complete any training required.

4 Financial

- Till work with accurate cash handling, working within recognised Company procedures.
- Stock reconciliation.
- Declare all personal monies to Supervisor before opening.

5 Business Development

- Ensure full product knowledge and dispense arrangements to maximise sales opportunities.
- Knowledge of all the services offered by Sheffield Arena.

6 Operations

- Assist in the preparation of food and beverages, including alcohol and service of products at specified times.
- Perform hygiene and cleaning duties to the highest standards.
- Set up display counters to the required standard.
- Operate any control systems required to support the role.
- Assist with temperature control.
- Ensure all cleaning work and paperwork is completed and recorded.
- Remove rubbish in line with the venues recycling procedures.
- Report any defects in machinery to your supervisor.
- Assist with any other catering requirements.

7 Key Performance Indicators

- Accurate cash handling and reporting of anomalies.
- Accurate reporting.
- Excellent customer service.
- Service of food and beverage to the event schedule.

8 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Counter Terrorism - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken