

Venue Team Member Job Description

Purpose of Role

The Venue Team Member role is here to provide a welcoming, friendly, and positive experience at all our campus based venues. The role is fundamental to the success of the organisation and key to ensuring the union connects with the existing student population at the University of York.

The role is here to provide a great consistent customer service, serving food and drink and maintaining a clean, welcoming environment to our student community.

Key Tasks

Main Duties and Responsibilities

Job Objectives

- To deliver excellent customer service.
- To adhere to all health and safety policies and regulations.
- To adhere to all legal licensing and food safety policies.
- To deliver and maintain standards within the operations.
- To work alongside other team members in a respectful and a professional manner.
- To uphold the reputation of the business.

Key Responsibilities

- To assist in maintaining the cleanliness of the work area at all times.
- To assist in the preparation and service of food and drinks.
- To assist in the provision of a friendly and safe environment for both customers and other staff.
- To handle financial transactions with diligence and honesty in accordance with the company policies and procedures.
- To complete any training that is relevant to your role.
- To support colleagues at peak times with any reasonable task asked of you by your manager.
- To cooperate with the manager and work well as part of the team.
- To adhere to company policy with every interaction with customers in the work space.
- To promote a safe working environment.
- To comply with all legal policies and procedures to include but not be limited to licensing, food safety and health & safety.
- Proactively participate in staff reviews, development actions and team meetings requested by your line manager.
- Work in accordance with the staff handbook procedures and policies.
- Maintain all company property including any uniform provided.
- To complete any reasonable additional task requested by your manager.

Venue Team Member Job Scorecard

Mission

To create amazing experiences for our guests so they become loyal advocates for the business, thus enhancing the lives of the people in our community.

Outcome 1 Hospitality

You have individual connections with the guests. You understand and interpret their needs, (what they like/dislike) and every customer receives an appropriately tailored personal experience. All customers feel special and like they belong. You go above and beyond great service by creating special moments of hospitality at every opportunity.

Outcome 2 Service

Sales targets are achieved and exceeded by maximising every opportunity and appropriately offering customers relevant food and beverage choices with amazing hospitality.

Outcome 3 Standards

You take great pride in ensuring that everything in the environment meets YUSU CS standards. Anything that is outside of your control that needs addressing is reported in a timely fashion.

Outcome 4 Product knowledge

You fully understand our food and beverage offering, our service criteria and are performing at the required skill level as per our test standards.

Outcome 5 Values & Purpose

You are a well-liked and respected member of the YUSU CS family because you are collaborative, reliable, trustworthy, fun to work with and live the core values and purpose of the business. EVERYONE GUARDS THE CULTURE

Direct Responsibilities

Standards

- Maintenance of all service and cleanliness standards
- Delivering of Hospitality & Service Criteria
- Delivering and making all products to the agreed specifications

Compliance

- Completion of management & Kitchen Diary
- Following all policies relevant to your role

Sales / Finance

- Completion of Service Criteria and Sales Drivers
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Key measures used to evaluate these outcomes.

- Responsible for a 95% pass mark on role relevant sections of the mystery diner program
- Responsible for personal sales targets set by duty managers.
- Responsible for maintaining Internal cleaning schedules.