

Job Description



Job Title	Food and Beverage Personnel
Reporting to	Food and Beverage Manager's, Food and Beverage Supervisor's
Location	West Bromwich Albion Football Club Stadium or affiliated premises.
Main Purpose	<p>Reporting to the Food & Beverage Manager/Supervisor it is your responsibility to ensure the exceptional delivery of Food and Beverage services within your designated suite ensuring company Standards of Performance and policies are adhered to at all times whilst exceeding customer expectations.</p> <p>The role requires hard work, dedication and the ability to take instruction.</p>
Working Hours	Casual contract – Attendance at all home match days and other club events as required. This may include evenings, weekends and bank holidays as required and in line with business needs

DUTIES & RESPONSIBILITIES

Your main responsibilities for this role include, but are not limited to the following:

- To deliver a first class customer hospitality experience in line with company Standards of Performance
- To work in suite/bar assigned by management
- To ensure you fully understand the event brief
- To carry out any form of service deemed necessary by the club
- To carry out box or table service when on duty by using handheld terminals or other means
- To actively up-sell products
- To be competent in cash handling
- To dispense alcoholic and non-alcoholic beverages
- To carry out box or table service when on duty by using handheld terminals or other means
- To assist Managers and Supervisors when requested
- To ensure that a high standard of hygiene is maintained at all times in line with company standards
- To collect glassware, crockery or cutlery etc whilst on duty or when requested to do so by a Supervisor or Manager
- To assist in the successful breakdown of suites/bars post event and set-up when required
- To carry out all duties within time scales required
- To carry out any duty deemed reasonable by a Manager or Supervisor
- To be punctual and in the correct uniform
- Being well presented in line with company standards

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- Operate in a clean and tidy manner and be very customer focused
 - Strong minded with the ability to deal with situations and respond to them effectively
 - Exceptional attention to detail being able to adapt to working environments
 - You must be flexible, extremely organised and possess good interpersonal skills
 - Ensure customers expectations are surpassed at all times through interaction and anticipating their needs and potential problems
 - Confident and dedicated to the job
 - Have a professional and positive attitude with the desire to grow and develop within WBA catering department
 - Provide a welcoming atmosphere to all guests
 - Active listening skills
 - To ensure you are aware of all shifts scheduled to work
 - To deal with customer queries promptly and efficiently
 - Maintain hygiene in line with company standards
 - To ensure station's and the bar is ready for service
 - To ensure table/s you are responsible for are checked pre-service ensuring the correct number of covers are present with a chair and the table/s are laid to standard.
 - Correct cash and account handling in line with Company standards
 - The reconciliation of terminal at end of shift
 - Correct use of all computerised equipment
 - The dispensing of all alcoholic and non-alcoholic drinks
 - To deal with customer queries promptly and efficiently
 - To work within licensing laws in line with the Licensing Law Act 2003
 - Bar security
 - The reporting of wastage, kitchen transfers and drinks etc
 - Communicate new ideas to the management team
 - To ensure you carry out service in line with training and company standards
 - Communicate new ideas to the management team
 - Take ownership of your responsibilities
 - To be responsible for the use of, care and upkeep of catering equipment
 - Supervision/Management of people
 - To maintain hygiene in line with company standards and work within the Food Safety Act 1990, Food Hygiene (England) Regulations 2006 – copy on request
 - Carry out duties placed on employees by the Health and Safety at Work Act 1974
 - Carry out duties in line with the Licensing Law Act 2003 and be conversant in WBAFC licensing policy
 - Conversant in the departments cash handling procedures
 - Conversant in the departments Standard of Performance Manuals
 - Conversant in department staff handbook
 - To attend the departments training as required
 - To contribute positively to the Clubs vision and culture
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- To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything.
 - To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour.
 - To fully participate in one-to-ones and departmental reviews and meetings.
 - To fully participate in annual and mid-term appraisals.
 - To understand the Club's Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role.
 - To promote and assist with Safeguarding.
 - To carry out CPD and keep up to date with any training and updates relevant to the role.
 - To ensure the health & safety within the Club for self and others is adhered to at all times.
 - To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding.
 - To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands.

PERSON SPECIFICATION

Essential Criteria

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- Able to work in a team or on own initiative and liaise with people at all levels
 - The ability to work well under pressure and in a fast paced, noisy environment
 - Be of smart appearance and professional manner
 - A quick learner
 - Highly organised and methodical approach to workload
 - Confidential and diplomatic
 - Excellent communication skills both written and verbally
 - Right to Work in the UK
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Equality and Diversity

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

Applications will only be accepted when received through our online vacancy platform iRecruit:

<https://irecruit.efl.com/vacancies>

Safer Recruitment

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA's Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A / An Enhanced DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out prior to commencement in /for this post.

Signed	Name	Date