

Post Details		Last Updated: 06/06/14	
Faculty/Administrative/Service Department	Hospitality, Catering and Conference Services (HCCS)		
Job Title	Event Host		
Job Family	Operational Services	Job Level	Level 1b
Responsible to	Hospitality Outlet Manager		
Responsible for (Staff)	n/a		

Job Purpose Statement

To be the first point of contact for all customers utilising Campus Services Catering for conferences, events, BBQ's and other catered events; ensuring that customers' expectations are fulfilled.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Meeting and greeting internal and external customers, ensuring that their requirements have been fulfilled to their satisfaction, assisting with event questions throughout the day.
2. Checking that rooms are set up to the required specification and standard and that AV is in place and ready to use, calling IT User Support where there is an issue that cannot be resolved.
3. Setting up and serving lunches and catered events to agreed standards.
4. Maintaining beverage machines in good working order, cleaning them when required.
5. Ensuring the cleanliness of the event facilities is maintained throughout the day and in between events, undertaking cleaning e.g. sweeping and wiping surfaces where required.
6. Opening and closing areas at the start and end of an event.
7. With the support of the Hospitality Outlet Manager, ensuring that all booking information is successfully monitored and obtained from Kinetics, the conference booking system.
8. Providing cover to other Campus Services Catering areas, as and when required.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- A schedule of events for which the post holder will service will be provided to the post holder on a daily basis.
- All events are carefully planned and coordinated in advance and with support from the manager. Instructions re requirements of the day are clearly communicated prior to event launch. On the day execution of an event will be with minimal supervision but with the support from the Outlet Manager for any queries which need escalating.
- Whilst working largely independently on tasks, they also work as part of a wider team in the completion of certain activities and larger events.
- Expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands, possessing a basic awareness of the options

available and being able to make effective and appropriate decisions in order to meet customer requirements.

Problem Solving and Decision Making

- Within the scope of the role the post holder will be presented with a variety of customer-related issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. Outlet Manager will be available for support when required.
- In other instances, work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome.
- May occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter in the first instance to the Hospitality Outlet Manager for guidance/resolution.
- Wrong decisions may impact upon the customer experience and repeat business, guidance from Outlet Manager is encouraged when solution is not clear.

Continuous Improvement

- Expected to take a pro-active approach to their work and is encouraged to make suggestions or minor improvements in working methods, implementing them under the guidance of their line manager.

Accountability

- Specific responsibility for the provision of routine customer service and support, within a clearly defined section of work.
- Normally works within well-established documented processes and procedures to ensure the consistency and quality of the service delivered to customers.
- Impacts upon the event for which they support on that particular day. The event may be held in any location on the University campus.
- Expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety of the post holder and their team being placed at risk.

Dimensions of the role

- Events can vary from small working lunches to an all-day meeting, BBQ's or graduation's. The scope of the role is varied, with no two days the same.

Supplementary Information

- n/a

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Basic IT and AV knowledge

E

1

Previous experience of supporting meeting style events

D

n/a

Special Requirements:

**Essential/
Desirable**

To work a shift system, covering 5 out of 7 days.

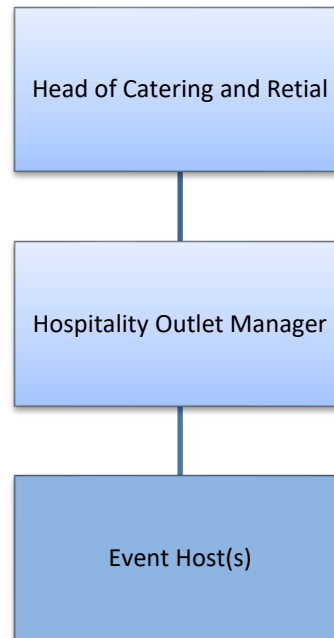
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Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Management	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Campus Services Catering department is a central service that forms part of the campus services directorate. The department runs the following outlets:</p> <ul style="list-style-type: none"> • Hillside Coffee Shop • Hillside Food Court • Wates House • The Hideout • Café Priestly Road • Vet School Café • Pitchside • Stageside Coffee Shop • The Hub in the Park – Surrey Research Park <p>All of these outlets cater for both staff and students and form a critical part of our wide catering offer.</p> <p>The Catering department has undergone significant changes over the last few years and its new part within Campus Services positions the department as both an area that is as focused on customer satisfaction as it is profit driving.</p> <p>The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.</p>	

Department Structure Chart



Relationships

Internal

- Communicate with a range of internal clients to ensure excellent customer service on the day of their event.

External

- Communicate with a range of external clients to ensure excellent customer service on the day of their event.