EMMANUEL COLLEGE

JOB DESCRIPTION: – Fellows Butler

RESPONSIBLE TO: – Front of House Manager

JOB OBJECTIVES

Using own initiative to be instrumental in leading excellent food service on High Table and for various College functions as directed by the Front of House Manager whilst acting at all times in a courteous, professional manner to ensure the overall effectiveness and efficiency of the Front of House service. All employees are expected to work collaboratively to support the overall work of the College. Ensure the security of the College Silver utilised within the Department.

SKILLS REQUIRED

1. Demonstrate a working knowledge of:
   - H.A.S.A.W.A. 1974
   - Food Safety Act 1990
   - Any other statutory requirements
2. Qualified in basic first aid for cuts, burns and fainting.
3. Hold a current Basic Food Hygiene Certificate and WSET level 1 and 2

MAIN DUTIES

Using own initiative to ensure timely completion of work in accordance with instructions as may from time to time be issued by the Front of House Manager in connection with a wide variety of duties which include the following:

1. Supervise the delivery of food and beverage served at all High Table and other College venues whilst ensuring compliance with all relevant standards, food hygiene and health & safety considerations.
2. Implement and maintain high standards of service in all aspects of food & beverage and hospitality provision throughout the College.
3. Ensure that High Table and other functions where you are the senior person on duty are prepared to the standard laid down by the Front of House Manager.
4. Assist with all forms of room preparation and food service delivery, including laying correct table settings for all functions and excellent presentation of all cutlery and crockery. Demonstrate an accurate working knowledge of the correct service of beverages and all menus to comply with the College style.
5. Ensure the highest standard of customer service is offered at all front of house events by consistently monitoring, anticipating and reacting to customer needs in order to achieve maximum guest satisfaction at all College events.
6. Liaising with Front of House Manager to organise appropriate staff levels for all function requirements in all Dining & Function Rooms.
7. Manage, delegate and supervise Food Service Supervisors, Food Service Assistants and casual staff when supervising High Table or college function so as to promote the achievement of the highest standards.
8. Foster a strong team ethic and close inter-departmental liaison.
9. Motivate and organise Food Service Staff working at High Table or other functions to ensure appropriate behavior and performance to meet departmental standards.
10. Ensure the safe handling and security of College silver, returning it to the strong-room at the end of each service, that the College silver is securely stored at all times and that accurate records of the collection are catalogued.
11. Record High Table meals taken by Senior Members identifying the consumption of wine to individual members for charging purposes.
12. In conjunction with the Front of House Manager ensure the basic training of staff working at High Table.
13. Advise the Front of House Manager of any complaints from College Members, college guests or staff.
14. Take all necessary action, statutory or otherwise in the event of accident, fire, theft, lost property, damage, unfit food or other irregularities
15. Communicate all statutory requirements to Food Service personnel
16. Demonstrate knowledge of procedures in case of fire
17. Liaise with the College Fire Officer to identify correct fire extinguishers to be used appropriate
18. In conjunction with the Wine Steward, maintain control of the High Table wine cabinet in the following manner:
   • Ensure the correct wines and quantities are issued/returned and accurately recorded
   • Report all discrepancies to Front of House Manager
   • Ensure that High Table Wine Cabinet stock is secure
   • In conjunction with the Front of House Manager, prepare wines for special feasts and functions.

ADDITIONAL DUTIES

1. Observe the College Health and Safety Policy, Equal Opportunities Policy, the Computer Acceptable Use Policy, the College Social Media Policy and the College Policy on the application of the General Data Protection Regulations, at all times.
2. Attend training courses as and when required as directed by Front of House Manager
3. Any other duties and responsibilities which are compatible with the post of Fellows Butler which may from time to time be required.

PERSON SPECIFICATION

• Enthusiastic work ethic and willingness to learn.
• Demonstrate excellent time management and organisational skills.
• The ability to maintain self-discipline, a smart dress code, work as part of a team and maintain interdepartmental liaison.
• Possess an ability to work with minimal supervision.
• Clear, professional and concise communicator, at all levels.
• Possess good IT skills, including the ability to use email, Microsoft Office, the internet, and online databases.
• The ability and confidence to effectively lead and supervise staff and to manage events.
• Capability to cope with a varied and demanding workload.
• Calm personality especially under pressure and capability to deal reliably with problems and challenges as they arise.
• Demonstrate a working knowledge of relevant food Hygiene and Health and Safety policies.
• Flexibility and willingness to work the hours necessary to complete the tasks allocated.
• Committed to improving services and standards.