

# Food & Beverage Assistant

## Permanent

<b>Department:</b> Catering, OGGs	<b>Reporting To:</b> Food & Beverage Manager	<b>Salary:</b> £22,500 per annum
<b>Location:</b> Westminster, London	<b>Hours:</b> 40 hours per week (Plus paid overtime & weekend work as required)	<b>Holiday:</b> 23 + 2 fishing days per year
<b>Date of Advertisement:</b> 02/03/2022	<b>Closing Date:</b> 16/03/2022	<b>Interview Date:</b> TBC

## The Organisation:

The Institution of Civil Engineers (ICE) is an international membership organisation that promotes and advances civil engineering around the world. ICE is a qualifying body, a centre for the exchange of specialist knowledge, and a provider of resources to encourage innovation and excellence in the profession worldwide. The headquarters for ICE are based in One Great George Street which doubles as an award-winning central London conference centre, event, and wedding venue.

## The Role:

One Great George Street are looking for a new Food & Beverage Assistant to join the team in this busy conference and events venue. Based primarily in the Café bar at One Great George Street the role will also spend time when required in Room Service and Banqueting. It offers an excellent opportunity to experience all front of house catering aspects of one of London's finest conference and events venues. The role sits within the Catering team, helping and assisting whenever possible to ensure that all our customers receive guaranteed great service.

One Great George Street was voted the most prestigious conference centre in the world in 2015, beating off stiff competition in the category from the likes of The Savoy and The Burj Al Arab. We also housed the London Media Centre for the 2012 Olympic and Paralympic Games. As headquarters of the renowned Institution of Civil Engineers, One Great George Street is also proud to be the worldwide home of Civil Engineering.

## Duties and Responsibilities:

- Execute client expectation on function sheet and dining experience to attain or even surpass the required customer satisfaction.
- Anticipate and respond to customer needs in a polite and courteous manner to give quality service.
- Planning of all logistical details concerning the delivery of room / Café bar service with the Function Supervisors to ensure a smooth, glitch-free customer experience and customer satisfaction.
- Organise daily / weekly routines and delegate tasks within the Café bar / room service teams to ensure operational staff have a complete understanding of room bookings and Café bar operations to set outstanding service standards at this level of hospitality.
- Assist running of events to the required standards to contribute towards developing and maintaining a successful business.
- To assist with compliance of new legislation concerning Food Allergens whereby systems and procedures are implemented to mitigate risks of allergen poisoning, including adequate information on menus and appropriate food labelling where required.
- Assist in coaching members of the team that demonstrate initiative and commitment in order to build a solid and reliable service team.

- Co-ordinate with Front of House and kitchen staff, before, during and after events to ensure effective communication takes place.
- Alongside usual events activity, assist line managers with (multiple) projects to achieve the required standards.
- Pre-empt temporary workforce needs according to revenue / business need.
- Provide accurate functions beverage consumption sheets to enable accurate reporting at month-end stock takes.

### What we are looking for:

- Basic IT skills with special emphasis on MS Word, MS Excel & MS Outlook.
- Excellent customer service skills.
- Outstanding attention to detail.
- Ability to stay calm whilst working under pressure and multi-task.
- Experience of customer contact is essential.
- Technical (service standards and product knowledge [food allergens and wines]).
- NVQ / HNC or above in Hospitality / Catering Management is desirable.
- WSET basic wines and spirits certificate or equivalent is desirable.

### ICE Group benefits include:

- 25 days annual leave plus Bank Holidays (pro-rata)
- Shutdown over Christmas period
- Annual £100 allowance towards your well-being
- Discounted food from on-site Café bar
- Up to eight per cent of salary contributed to a personal pension scheme
- 24-hour employee support line
- Death in service benefit equivalent to one year's salary
- Interest free season ticket loan
- Cycle to work scheme
- Big Gym membership savings with the Gymflex scheme
- Your Rewards discount scheme

To apply please email a CV and cover letter to [buildyourfuture@ice.org.uk](mailto:buildyourfuture@ice.org.uk).

#### **General Data Protection Regulations (GDPR) 2018**

*The data collected via this application process will only be used by the ICE Group for the purpose of recruitment and for the performance of an employment contract if a job offer is made. This data will not be disclosed to any external sources without express consent unless required to do so by law. Unsuccessful applicants' data, both electronic and paper will be deleted/shredded six months from date of application. The ICE Group's Data Protection Officer is Keith Logan, Group Head of Management Information Systems who can be contacted at [Keith.Logan@ice.org.uk](mailto:Keith.Logan@ice.org.uk). Applicants have the right to complain to the ICO at <http://ico.org.uk/> if they have a concern with the way ICE are handling their data.*