



<b>Job Title</b>	Food & Beverage Assistant	<b>Job Description Date</b>	March 2023
<b>Department/Team</b>	Facilities/Catering	<b>Reports to</b>	Great Hall Supervisor

### Context

Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.

We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:

- **Nurture Belonging** – bringing people together through comradeship
- **Respect Individuals** – listening carefully and responding with care
- **Encourage Pride** – doing things well and to a high standard
- **Enjoy Life** – sharing warmth, positivity, and the occasional smile

As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.

### Role Purpose:

The Food and Beverage Assistant is responsible for maintaining a high standard of service as required by the Royal Hospital Chelsea Management. You will work as part of the team which runs the Coffee Shop, Great Hall, CPC and Tricorn Events.

### Principal Accountabilities: 8-10 outcomes

#### Principal Tasks

- To work as part of the food services team in any of the outlets in the Hospital including events
- To assist with the events team as given on the rota by the Head of Catering & Hospitality or Departmental Managers.
- To set tables with crockery, cutlery, place mats, condiments, menus and any other items required
- To serve hot and cold food and drinks to the In-Pensioners and Guests in the Great Hall
- Service of food & beverage during the events at the Wren House and State Apartments
- Service of Food & Beverage at the CPC and Coffee Shop as required by the Managers
- Sale and Stock accountability of all alcoholic drinks and soft drinks at the CPC.
- Clearing and cleaning of glasses at the CPC.
- Clearing and wash up of crockery and cutlery at the café.
- Preparation of salads, soups and sandwiches at the café.
- Cash accountability for all sales at the CPC and Café in the absence of Manager.
- Ordering and checking stock levels for all food and beverage items in the absence of Managers.
- Responsible for security of the facility including opening and closing procedures and to perform duties honestly and have a keen awareness of security matters.
- Cash and stock accountability for the outlets you are working on the day.
- To do set up and take down of the events room at the RHC while working for events.
- Clear tables after meals and stack the dirty items on trolleys for transportation to the plate wash
- To maintain inventory of Wine and other beverages during event and do the final count for billing



- To switch on hotplates, hot trolleys, plate warmers and squash machines
- To clean hot plates, hot cupboards and fridges
- To clean tables and chairs
- To sweep and mop the floors.
- To polish crockery, glasses and cutlery ensuring they are fit for use.
- To clean and fill condiment containers
- To clean the hot food trolleys after use
- To clean the dining hall trolleys after use
- To clean and fill squash machines
- To assist with the service at special functions
- To collect and deliver laundry to the laundry room
- To fold and put out serviettes
- Serve and clear up after Bowls Teas and other internal events
- To undertake other duties as required by the Great Hall Supervisor, the Head of Catering & Hospitality or their representatives
- To take responsibility for own Health & Safety and for those affected by the post holder

#### **Leadership expectations**

The role holder is expected to:

#### **Skills Knowledge and Experience**

##### **Essential Skills**

- 
- The ability to carry out required duties using flexibility, initiative, co-operation and with the minimum of supervision.
- The ability to use all equipment properly as trained
- Natural flair for excellent service
- Customer Care and Service
- COSHH
- First Aid at Work

##### **Desirable Skills**

##### **Knowledge and Experience**

- Health & Safety Induction
- Food Hygiene (updated every 3 years)

##### **Competences**

##### **Qualifications:**

- Basic Food Hygiene Qualification

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.