

JOB DESCRIPTION

Title	Dining Assistant
Department	Business Investment and Commercial Service
Reports to	Manager BICS
Location/Campus	Panatina & Kukum Campus

Summary

The Dining Assistant plays a crucial role in supporting the serving staff and ensuring the smooth operation of the dining area. The ideal candidate will have excellent communication skills, a customer-oriented mindset, and a willingness to contribute to the overall success of the dining services.

Main Duties and responsibilities

- Supervise the daily dining services
- Liaise with kitchen staff and food servers in the dining
- Ensure tables are properly arranged, clean, and set according to the approved dining standards.
- Organize dining set up and clear tables efficiently between guest seatings.
- Communicate effectively with the kitchen staff to ensure timely service.
- Engage with guests in a friendly and professional manner.
- Oversee the management of inventory for tableware, linens, and other front-of-house supplies
- Ensure exceptional customer service by addressing customer inquiries, resolving issues, and maintaining a positive dining experience.

Quality Assurance and Customer Satisfaction

- Conduct regular inspections to ensure cleanliness and proper table setup.
- Monitor food and beverage quality, ensuring consistency and adherence to established standards.
- Maintain cleanliness and organization in the dining area.
- Engage with guests in a friendly and professional manner
- Respond to special requests and handle guest concerns
- Comply & implement all Health and Safety and Food Hygiene requirements.
- Ensure temperature records and food labeling are maintained and up to date
- Promote a positive perception of the company at all times both internally & externally

People Management and teamwork

- **Monitor performance and provide constructive feedback to enhance team efficiency.**
- Supervise and train wait staff, ensuring they are well-versed in menu items, service standards, and customer interaction.
- Communicate effectively with kitchen staff to coordinate service.
- Identify recruitment needs and agree action plan promptly
- Deal with day-to-day personnel queries
- Leads by example, setting the pace and standards.
- Praise and recognize good performance
- Deal with poor performance through informal reprimands and where necessary the company disciplinary procedure

Business, planning, reporting, and management

- Provide guidance and advice on issues to improve dining services
- Report any shortage and oversupply of food in the dining
- Manage the day-to-day food administration ensuring systems compliance

Dimensions

Problem-solving and impact

- To assist in resolving problems affecting the management of day-to-day business by SINU regulations.
- To assist in decision-making regarding the operational aspects of Administration and Human Resource Management within the Division
- To contribute to decisions, that have an impact on kitchen foods
- To provide advice on strategic issues such as the balance of student recruitment, staff appointments, and student and other performance matters.

Resource management

- To contribute to the overall management of the department in areas such as resource requirements and management, budget management, and business planning.
- To participate in departmental-level strategic planning
- To contribute to the management of quality, audit, and other external assessments.
- Carry out Quality Assurance, Audit, and Self-Assessment procedures in line with the SINU's and the Maritime School Quality Policies.

Working Environment

- To collaborate with kitchen staff and other team member to ensure smooth coordination of services
- To skillfully work across divisions and catering teams in the resolution of issues.
- To take responsibility for conducting risk assessments and reducing workplace hazards

Decision-making authority

- Provide advice on how to improve dining services
- Monitor staff performance and provide constructive feedback to enhance team efficiency
- Schedule and organize staff on duty shifts
- Determine catering menus and resources needed for delivering them.

General Responsibilities

- To adhere to the University Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your health and safety and that of your University
- To undertake other such other duties as may be reasonably expected.
- To provide a healthy and comfortable working environment
- To present the university in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the university and relevant maritime agencies.

Qualifications required

- The ideal candidates will possess a degree in tourism hospitality, culinary, or hotel management.

Experience

Essential to the position

- Previous experience in a customer service or hospitality role
- Proven experience as a wait staff with supervisory responsibility
- Have excellent communication abilities in both writing and speaking
- Minimum work experience 5 years.

Terms and Conditions

The position is for five (5) years under an employment contract. Remunerations and benefits will be according to the SINU Salary Level for Officers under the General Support Service. The contract is renewable to good performance.