

JOB DESCRIPTION: Plate Waiting

Department	Hospitality & Catering
Remuneration	National Living Wage
Location	Liberty Stadium, SA1 2FA
Contract / Working Pattern	Casual Role / Ad-hoc hours. Will include unsociable hours such as evenings, weekends, and bank holidays.
The Role	<p>To deliver high-quality food and drink service to customers focusing on creating a positive environment for our guests on Match Day and Non-Match Day events. Must have a passion for delivering a brilliant service and able to confidently interact with colleagues and guests.</p> <p>To be warm, welcoming, friendly and helpful to guests, clients and visitors at all times. Ensure the business meets all health & safety & environmental health requirements under guidance from management and supervisory staff.</p> <p>To take responsibility for the front of house service setting up and breaking down of events and functions.</p>
Core Duties	<ul style="list-style-type: none"> • To ensure that the Company's and statutory regulations regarding hygiene, safety, and cleanliness are complied with and all tasks undertaken according to Safeguard regulations. • To bring a positive, hospitality mind-set to work at all times and consistently put guests first. • To provide service of food and drinks with a smile, to greet the guest in a friendly manner, assist them with selection of food and drinks, assist with carrying and delivery of food and drinks. • To take ownership on self-development and keep improving food and drinks knowledge. • To clean and clear away all plates, cutlery, napkins etc. from tables with skill and style, engaging in a polite and friendly manner with guests while doing this. • To be a team player at all times and be prepared to be flexible in order to ensure that all operations are always as guest-focused, efficient and profitable as possible. • Involved with setting up and breaking down function rooms. • Stocktaking, polishing cuttlery and napkin folding. • To undertake occasional duties outside the normal routine but within the scope of the position and the department's activities. • To assist at any special functions, some of which may occur outside working hours.
General	<ul style="list-style-type: none"> • Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR.

	<ul style="list-style-type: none"> • Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole. • To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work. • To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety. • Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary. 		
Person Specification	Qualifications	Essential	Desirable
	Level 1 or above Food Hygiene Certificate/ Pass the Club Induction	✓	
	Relevant qualification in Health & Safety		✓
	Experience		
	Previous experience working in hospitality and catering		✓
	A flexible “can do” attitude	✓	
	Excellent verbal and written communication skills	✓	
	Skills & Qualities		
	Hard working and able to take instruction	✓	
	Ability to work under pressure	✓	
	The ability to multi-task within a fast-paced environment	✓	
	Good communication skills and outgoing personality	✓	
	Good understanding of customer care		✓
	Ability to work flexibly including evenings and weekends	✓	
	Ability to delivery excellent customer care, polite, good attitude, and smile!	✓	

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#) or email jobs@swanseacity.com to request an application form.

Please note CV's will not be accepted.



Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role. We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview