UNIVERSITY OF SOUTHERN CALIFORNIA

Guest Services - Floater (Union Only)

Job Code: 143104

Grade: 00
OT Eligible: Yes
Comp Approval: 6/1/2015

JOB SUMMARY:
Provides customer service to faculty, staff, students and other customers. Maintains cleanliness of facilities, equipment, and servicewear. Supports food production and delivery of customer service as directed. Performs sales transactions. Maintains integrity and accuracy of point of sales (cash registers) system.

JOB ACCOUNTABILITIES:
*E/M/NA % TIME

______ ______  Provides customer services to faculty, staff, students and guests. Meets and greets guests. Provides necessary information to guests.

______ ______  Performs sales transactions utilizing department standards and policies.

______ ______  Maintains the cleanliness of the facilities, equipment, and servicewear.

______ ______  Assists in set-up and break-down of dining room, serving area, buffets, coffee stations, and product displays.

______ ______  Stocks and maintains all supplies, food items, and utensils.

______ ______  Provides basic hot and cold food and beverage preparation service.

______ ______  Serves food and beverages to customers.

______ ______  Assembles and packages food and beverage products.

______ ______  Interprets and executes directions and requests on Banquet Event Order forms.

______ ______  Provides basic audio-visual service and support.

______ ______  Opens and closes facilities as required.

______ ______  Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures.

______ ______  Adheres to department service standards and to all health, safety and university rules and regulations.

______ ______  Attends and participates in meetings as required.

______ ______  Reports to station, ready to work at the time work assignment is scheduled to begin. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: ☐ No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Less than high school

**Minimum Experience:**

0 - 6 months

**Minimum Field of Expertise:**

Demonstrated customer service experience. Experience working in a fast paced working environment. Ability to effectively communicate in English. Ability to lift up to 50 lbs. Demonstrated cash handling skills. Knowledge of food handling and sanitation procedures.

**Preferred Education:**

High school or equivalent

**Preferred Experience:**

1 year

**Preferred Field of Expertise:**

One year in high volume fast food restaurant/hotel or other food service operation.

**Skills: Other:**

Communication -- written and oral skills

**Skills: Machine/Equipment:**

Cash register

**Skills: Specialized Equipment:**

Food and beverage preparation equipment

**Skills: Trade/Auxiliary:**

Assemble and package food/beverage products
Calculate measurements
Communicate with others to gather information
Compute totals
Customer service
Handle cash
Handle knives
Maintain stock
Perform sales transactions
Prepare food and beverages
Serve customers
Serve food and beverages
Understand and apply policies and procedures

**Supervises: Level:**

May oversee student, temporary and/or resource workers.
Comments:

Must have flexible schedule; able to work any shift as assigned. Understands that regular attendance and punctuality is expected of all employees. Must obtain electric cart certification. Valid California State Driver's License may be required. Must successfully complete ServeSafe certification. Must have valid California Food Handler Card or obtain card within first 30 days of hire.

SIGNATURES:

Employee: ___________________________  Date: ___________________________

Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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