

Service Roles

Café / Restaurant

Many large companies and offices have on-site restaurants and cafés to allow their staff/employees to eat cheaply and conveniently. Food and drink will sometimes be cheaper or even subsidised by the company at on-site restaurants.

Company cafés and restaurants have a number of different people working within them, including Chefs who set the menu as well as prepare food, and Servers who dish out the food and ensure there is always enough, replenishing it as needed. In a café there may also be Barista's who prepare and serve hot drinks, as well as Cashiers who take payments. Both areas would have a Manager, who would oversee all staff, finances and liaise with suppliers.

Different employability skills are needed for each role (and some will also require formal qualifications and training, particularly around food preparation and safety) but generally good people skills and the ability to multi-task and work well under pressure, particularly during the busy peak times such as lunch, are the key employability skills.

Retail / Shop

Some companies will also have on-site shops so their staff can buy day-to-day items like newspapers and magazines. The retail shop would have a Store Manager and one or several Shop Assistants to help serve customers and take payments, as well as replenish stock and keep the shop clean and tidy.

The Store Manager is responsible for supervising staff, overall shop finances, dealing with orders from suppliers and generally managing the store.

Working in a shop requires good people skills as you will be dealing with customers all day, which may include helping to resolve problems. Being friendly and helpful to all customers will make sure they return. Other key employability skills include good communication, good time management and being able to multi-task. The ability to work to deadlines may also be needed (for instance ensuring the shelves are stocked before the store opens).

Reception

A Receptionist is normally the first point of contact in any type of business. They will help to greet clients and customers, and direct calls to the correct person or department.

Receptionists also maintain the reception area and act as the first port of call for all visitors and enquiries. Not all businesses will have a dedicated Receptionist and it is very dependent on the size of the company and if it has many visitors.

It is not always essential to have formal qualifications, but good communication and IT skills are key, as is a friendly and helpful attitude. There are also lots of courses available that teach the skills needed for this job. Working in a business and gaining experience is also helpful. As the first entry point to the business Receptionists also need to reflect the business well by looking and acting appropriately.

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Service Roles cont'd

Maintenance

Most businesses will have someone to handle the maintenance of the office and the outside grounds, including looking after the repair of the building and its overall running. In larger companies this may be a team, but in smaller ones it might just be one or two people who do this as part of their day-to-day roles.

Ensuring the company is kept clean and tidy would be one of the responsibilities of an employee within the Maintenance department. Other responsibilities would include ensuring the office and grounds (including the car park and any other land owned by the company) are looked after.

Key employability skills include being a team player, having a positive attitude as well as good management and organisational skills.

Security

Security Officers help to make sure the building is always safe and secure. This may include patrolling and monitoring the premises, including using CCTV, and dealing with emergencies. Some Security Officers also monitor who is going in and out of the building by keeping a log of visitors. Security Officers often wear a uniform to help distinguish themselves from others in the building, and may be asked for help by senior management to monitor the building for anything suspicious.

Shift work is very common, and they are often required to work nights or long hours. Training is usually done on the job, but a background in policing or the armed forces could be beneficial.

Key employability skills include honesty and integrity, a responsible attitude to work, being assertive when needed, being able to work with technical equipment (e.g. CCTV) and a reasonable level of fitness.

Branch

Many banks or building societies have a branch located in their building for employees and members of the local community. This branch would operate in the same way as a branch on the high street.

The roles you would find here include a Branch Manager who oversees the day-to-day running of the branch and its customers. Customer Service Representatives would meet and greet customers and help them with day-to-day banking transactions such as opening an account, paying bills or applying for a mortgage.

Key employability skills include good people skills, strong business awareness and also problem solving as difficult issues may arise, the ability to stay calm in this situation is also helpful!

