

JOB DESCRIPTION

General Information

Job Title	Catering Assistant	Reporting To	Operations Manager
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General Purpose

- To provide a professional, friendly and efficient service to customers, understanding their needs and requirements
- Provide advice/assistance to ensure the customer receives a prompt service within comfortable surroundings
- Provide quality beverages and products for merchandising
- Ensure products, equipment and furniture are cleaned, maintained and fit for purpose reporting breakages promptly
- Undertake cleaning duties within the coffee house

Responsible for any Financials or Direct Reports

- Operating the coffee house till
- End of day cashing up routines
- Recording daily takings

Key Deliverables

- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working. Engaging with customers in a cheerful and helpful manner
- To deliver customer service in line with best practice. Ensure compliance to relevant policies
- To take responsibility for product area, ensure this and product is maintained in line with company best practice and Health & Safety legislation
- To provide assistance to customers should an incident occur, seeking guidance in line with company policies
- To provide point of contact for customer enquiries and complaints, referring these to the Catering Supervisor/Operations Manager to achieve a successful outcome
- To actively follow company policies – Food Hygiene, Equal Opportunities; Fire Health & Safety
- To attend staff meetings and training as required
- To maintain a good level of personal presentation
- To prepare products for point of sale – sandwiches, specials, beverages, children's menu
- To display products effectively in order to maximise sales
- To monitor stock levels and prepare orders for processing and approval, allowing for timely deliveries
- To maintain accurate records as directed, to include financials and customer statistics for performance and

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budgetary control

- Reporting equipment, maintenance issues to Catering Supervisor/Operations Manager
- To maintain housekeeping standards
- On a daily basis:
 - Ensure the coffee house is clean and tidy at all times, with furniture, tables, window sills and shelving dusted regularly and spillages immediately wiped away
 - Ensure all servery bins are emptied, liners are tied securely before depositing contents in the external waste bin and liners replaced
 - Sinks to be cleaned and floors moped
 - Start and end of day routines to be adhered to, with particular attention paid to coffee machine, plus standards as defined in the safety log book
- On a weekly basis:
 - Thoroughly wipe down and polish all kitchen machines
- On an ongoing basis:
 - Wash out and thoroughly clean all fridges, freezer, coffee machine and dishwasher
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Requirements - Experience

- Working within a catering environment
- Working within a customer facing environment
- Working knowledge of till systems
- Stock taking – to monitor stock levels and placing orders when necessary

Requirements – Qualifications

- 5 GCSE grade C or above (or equivalent) in English and Maths
- Food safety catering level 2 or above

Requirements – Personal Characteristics

- Good communication skills – to liaise with customers and colleagues at all levels
- Good interpersonal and customer facing skills – remaining professional, patient, friendly, polite at times of pressure
- Ability to work as part of a team and with minimal supervision, whilst knowing when to seek advice from manager – flexible, multi-tasking
- Ability to stand for long periods of time with a good level of physical fitness
- Confidentiality and discretion, with an awareness of Data Protection Act



Peterborough
Culture and Leisure

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Other Points

- Flexibility clause