

# Catering Assistant Job Description



**Accountable to:** Catering Manager

## **JOB SUMMARY**

As a catering assistant you will be responsible for maintaining excellent levels of customer service with the public, as well as supporting the catering manager with back room tasks, such as food preparation, routine cleaning and stock rotation. You will have a friendly demeanour and the ability to work under pressure.

## **KEY RESULT AREAS**

### **1. Food Preparation & Kitchen Operations**

Undertake all tasks as trained and directed so that high standards of food hygiene and health and safety are met.

- Produce and prepare food to comply with the menu in accordance with the food hygiene standards. This will include all hot and cold food, drinks for the Tea Parlour plus any packed lunches, group catering and event catering as required.
- Check food deliveries as required.
- Ensure all stock is stored appropriately and used in rotation.
- Assist with stock taking as required.
- General kitchen cleaning to follow cleaning schedule.

### **2. Tearoom & Function Rooms**

Ensure the Tearoom and any Function Rooms in use are presented to high standards so that customers enjoy a comfortable and welcoming environment.

- All areas are clean and tidy
- All food products are attractively displayed

### **3. Customer Care**

Provide high standards of customer care, so that our reputation is enhanced and sales targets achieved.

- Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met.
- Participate in staff training
- High quality table service.

### **4. Security**

Ensure all aspects of security, fire and emergency are carried out, so that established good practices are adhered to.

### **5. Financial Controls**

Follow cash handling procedures accurately and as instructed

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## 6. Food Hygiene & Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by the Trust in accordance with its statutory obligations.

- Ensure that all rubbish bins are emptied and all kitchen rubbish is disposed of or recycled correctly in the appropriate bins.
- Use all equipment as trained observing all safe practices, so that accidents are avoided
- Follow COSHH procedures.
- Participate in basic food hygiene training and health and safety training as required.
- Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.

## 7. General

In addition, all employees are expected to work within the terms of their contract of employment and adhere to policies and practices as directed.

## KNOWLEDGE, SKILLS AND EXPERIENCE

### Knowledge

#### *Desirable*

Holds Basic or Intermediate Food Hygiene certificate

### Skills

#### *Essential*

Good verbal communication skills

Good organiser

A team player

Self-motivated

Numerate

#### *Desirable*

Good written communication skills

### Experience

#### *Desirable*

Has previous catering experience

Cooking or baking qualifications

Cooking or baking experience

Has worked as part of a team

Has cash handling experience