

Job Description:
Food Service Assistant

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| Function: | Catering |
| Job:  | Food Service Assistant |
| Position:  | **Food Service Assistant** |
| Job holder: |  |
| Date  | February 2019 |
| Immediate manager  | Chef / Manager |
| Additional reporting line to: | FM Ops Manager |
| Position location: | BAE Systems Cowes |
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| 1. Purpose of the Job  |
| To be an invaluable member of the on-site Sodexo team, delivering the highest standard of service to clients and ensuring their complete satisfaction and comfort at all times. Specifically you will:* Work closely with catering colleagues to provide a seamless and ever-improving service
* Ensure catering facility is cleaned to statutory / Company hygiene standards required including building structure, catering equipment, catering utensils, crockery and cutlery
* Support the chef with food preparation where directed
* Support the chef with administration duties as directed
* Meet / exceed Sodexo and Client standards for all services provided
* Be an integral member of the wider on-site team, working flexibly across the site as required.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
|  |  | * Working within the restaurant / kitchen and hospitality areas under remit
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| * Part of on-site catering team (4 out of 19 people) providing total IFM to site
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| * 50 – 100 covers daily + ad-hoc hospitality requirements
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| * Supporting 250 customers on site and 80+ contractors
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Draft. Version: 27-03-2014

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Hard FMFacilities Management OperationsChef / Catering ManagerFSA HospitalityFSA Restaurant Kitchen PorterReceptionCleaning & WasteAdmin |

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| **4. Context and main issues** |
| . * Wear your uniform correctly and ensure it is clean and well maintained; be smart / well-groomed at all times.
* Follow personal hygiene rules in accordance with the Sodexo Employee Handbook & Personal Hygiene Notes.
* Wear your security pass at all times while on site and don Personal Protective Equipment (PPE) as required for specific tasks.
* Ensure you are compliant with both company and statutory regulations regarding hygiene, health and safety, food safety, chemical safety and COSHH in accordance with company policy and training.
* Report immediately any instances of accident, fire, theft, loss, damage, unfit food or other irregularities and take action as per relevant policies; cease to use any faulty equipment and report it immediately.
* Make clients feel welcome and special; establish and maintain co-operative relationships with clients and colleagues and go the extra mile to leave a positive, lasting impression.
* Take time to recognise individuals and ensure they are satisfied with the service you have provided; report any customer complaints or compliments to the Sodexo management team.
* Work to enhance team spirit, unity and co-operation by communicating with all team members, participating in unit activities, training and meetings as required (some of which may be outside normal working hours or on another site) and covering different shifts and roles where practicable (some of which may be at short notice).
* Be willing to undertake any other tasks which fit within the overall objectives and purpose of the role and are reasonably requested by a member of the Sodexo management team.
* Undertake all required training in relation to all aspects of the cleaning / support services delivered to the client or as requested.
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| 5. Main assignments  |
| **In the kitchen:*** Assisting with the preparation of and the serving of all meals and beverages to customers, ensuring great customer service at all times.
* Using the EPOS till, serve customers and cash up at the end of service.
* Ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up.
* Ensuring health and safety regulations are followed.
* Completing any administration as requested including food temperatures, wastage and cleaning schedules.
* Assisting in the effective management of stock and portion control.
* To raise any issues or customer suggestions and complaints to the Catering Manager.
* Cover other colleagues’ absence where required / as appropriate.

**Support Services:*** Escort visitors / contractors where required

**Across the site:*** Support other team members as required
* Comply with all client policies and procedures in relation to housekeeping, infection control, waste and security.
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| **6.**  **Key Performance Indicators** (KPIs) or ‘What it will look like when you are doing the job well’ |
| * You will ensure standard of cleaning will pass external and internal catering audits and Local Authority Environmental Health inspections
* You’ll have satisfied customers and colleagues, lots of positive feedback and no justifiable complaints
* Your working environment will be organised, clean and tidy at all times
* You’ll be thought of as a fully engaged member of the team
* You’ll offer a consistently high standard of service
* You’ll complete all documentation and other bookkeeping accurately and on time as directed
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Previous experience in a commercial catering environment
* Previous experience in a commercial catering role
* Previous experience using catering cleaning equipment
* Health & Safety knowledge appropriate to the role
* Food Safety knowledge appropriate to the role
* High standard of personal hygiene and appearance
* Punctual and reliable
* Flexible approach to work

**Desirable:*** Customer focused
* Organised, tidy and well groomed
* Able to use own initiative and lead a team in others’ absence
* Good communication skills
* Willing to learn new skills
* Numerate and literate
* Able to cope under pressure and meet deadlines
* A team player
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| 8. Competencies  |
| * Food Safety Hygiene Certificate
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| 9. Management Approval  |
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| Document Owner | M Richards |

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| 10. Employee Sign Off  |
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|  | Print Name | Signature | DATE |
| Line Manager |  |  |  |
| Employee |  |  |  |

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