

Job Description:
Food Service Assistant

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| Function: | Catering |
| Position:  | **Food Service Assistant** |
| Contract Hours: | Casual |
| Contract Days: | Any |
| Pay Rate: | £8.00 per hour |
| Immediate manager (N+1 Job title and name): | Lee Moxon, Catering Manager |
| Additional reporting line to: | Michelle Darby, Deputy Catering Manager |
| Position location: | Phillips 66 Humber Refinery |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide excellent customer service from the preparation, presentation and service of food to the client & Sodexo’s satisfaction.
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| 2. 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. |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Assist with all aspects of the preparation of food service areas and presentation of food to be notified standard.
* Follow instruction, as directed by line manager and in accordance to the required SLA
* To provide an efficient and friendly service to clients, stakeholders & customers in all departments.
* Ensure all necessary documentation is completed to comply with company and industry standards
* To communicate well with clients, stakeholders & customers and demonstrate a helpful attitude at all times.
* To undertake cleaning and ensure all aspects of equipment and production area cleaning is completed to the Company’s standard according to the cleaning rota or as directed
* To attend/receive any job-related training as required
* Report all accidents and near misses in accordance to the health & safety documentation.
* Wear the correct uniform at all times.
* Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures.
* Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, Food Safety, HACCP, Cook Chill system, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place.
* Ensure that all equipment used, is in safe working order and report any faults to line manager, ensuring the equipment is not used until safe.
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| 4. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good communications skills
* Previous experience of working in a catering, food industry or hospitality environment.
* Previous food handling experience
* Strong customer service skills
* High levels of personal hygiene and appearance
* To hold a basic food hygiene certificate or equivalent
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| 5. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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