**EXPERTISE**

JoB description

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title | Lounge KA / Porter  | Department | Aviation |
| Generic Job Title | Kitchen Assistant  | Segment | Prestige Sports, Leisure and Travel |
| Team Band | Un-banded  | Location | Heathrow Airport |
| Reports to | Lounge Supervisor | Office / Unit name | Malaysia Golden Lounge |

## ORGANISATION StRUCTURE

 General Manager

Lounge Head Chef

Head of Talent

Lounge Kitchen Assistant

#### Job Purpose

* To maintain the presentation and cleanliness of all designated areas of kitchen facilities.
* To interact directly and discretely with the Airline’s premium passengers in a professional and appropriate manner.
* To follow set portion control, prepare, cook and assemble menus aligned to client environment and centrally driven menus and promotions where appropriate.
* To ensure all food is stored, handled and packed at the correct temperature and in accordance with Food Handling and Hygiene Regulations.
* To maintain records of temperatures and remedial action taken where necessary, reporting all issues to your line manager.
* To prepare all the food for the counters following all menu specification set in line with Sodexo and Airline standards.
* Use machinery as shown and trained to ensure equipment is used safely and in accordance with legislation, and reporting of equipment issues to your line manager
* To ensure that work areas are kept clean and that all waste is recorded and disposed of correctly.
* To be competent and skilled to work in all areas of preparation, cook and counter service.
* Ensure the quality and the presentation of the food is to the highest standard and follows all specification sheets agreed by the Client.
* To do the washing up in the kitchen including the FOH washing up as well in a timely manner.

####  Accountabilities

* A. Health and Safety

* To attend health and safety and food safety training courses as required.
* Ensure all policies relating to deliveries & storage are adhered to in relation of health, food safety e.g. quality, quantity & Temperature.
* Comply with all legal & company Procedures relating to food safety, hygiene, health & safety & personal hygiene
* Completion of production records, wastage records, temperature records, cleaning schedules. Reporting any discrepancies to your Supervisor/Duty Manager, or a member of the Sodexo management team.
* Ensuring all products stored / displayed are date coded, Stock rotated & labelled correctly. Using the shelf life rule.
* To ensure cleaning areas under your control are maintained to the company and COSHH standards.
* To rigorously follow the unit cleaning schedules
* To report immediately any incidents of accidents, fire, theft, loss, damage, unfit food, or any other regulations to the line manager.
* To report any issues of health & safety immediately to a member of management.

To ensure that Health & Safety Legislation is adhered to.

* B. Washing up area and storage areas

* Regularly carry out stock take’s on all non-perishable items (to include chemicals and cleaning products)
* Put all deliveries away in the correct storage areas, reporting any discrepancies and ensure that stock is rotated at all times. Refrigeration and frozen deliveries to take priority. Check for any damaged packaging only sign for products that appear in good order and that are on the order sheet.
* Ensure the Storeroom is kept clean and clear at all times, all floors to be swept and mopped.
* Operate the dishwasher machine. Put all crockery, cutlery, trays and other utensils through the dishwasher and put all clean items away correctly.
* Thoroughly clean the machine daily at the end of each shift.
* Empty waste bins daily at the end of each shift and ensure the bin is cleaned.
* Ensure back of house is kept clean and tidy at all times. Including all fridge’s & freezes, report any breakdowns or malfunctions

**Key Performance Indicators (KPIs)**

* To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty.
* To only use products and equipment supplied and specifically for the job.
* Ensure that all H&S documentation for example cleaning schedules is signed off daily once all tasks have been completed.
* Comply with all legal and company procedures relating to food safety, health and safety and personal hygiene.
* Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rosta.
* Attend training sessions and staff meetings as requested.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Cleaning skills and experience
* Front of house and customer facing experience
* Highly motivated
* Attention to detail
* Able to work on own initiative within a team environment

Desirable

* Lounge experience
* Kitchen experience
* Basic Food Safety

#### Contextual or other information

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a Lounge Kitchen Assistant and the range of roles, responsibilities and duties to be undertaken.

It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Head Chef / General Manager.

Name:

Signature:

Date: