**EXPERTISE**

Job description

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| Function:  | CATERING DEPARTMENT |
| Position:  | Food Services Assistant |
| Job holder: |  Signature: |
| Date (in job since): |  |
| Immediate manager: | Catering Supervisor |
| Additional reporting line to: | General Services Manager |
| Position location: | BAE Systems - Crewe |

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| 1. Purpose of the Job  |
| To be a key support to the Catering Supervisor in providing good quality food to the required standard at the correct times and so maintaining the Company’s reputation  |

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| 2. Organization chart  |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Assist as directed with all aspects of the preparation, presentation, service and cleanliness of the unit to the Company's standards.
* Comply with all Company and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the work place
* Work to high standards of personal performance, hygiene, appearance and cleanliness at all times.
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers in all areas of the catering department.
* Ensure that food is prepared, presented and served in a clean, hygienic environment.
* Assist at service times by serving customers at the counter and operating the dishwasher if required.
* Complete all necessary sales controls and documentation for each service within the unit compliance standards.
* Undertake all aspects of cleaning equipment, walls (up to 6ft), fixtures, fittings, pots, pans, cutlery, crockery, glassware , microwaves etc., to the required standards according to the cleaning rota or as directed.
* Ensure tables and accompaniments are left clean and tidy and adequately stocked during service times and relay as required.
* Load service counters to ensure sufficient supplies throughout the service period.
* Ensure cutlery, plates and cups etc are laid out ready for next service.
* Undertake training and team meetings as required e.g. food hygiene, health and safety
* Work as a team to promote harmonious working relationships within the Sodexho team
* Assist at any special ad-hoc functions, some of which may occur outside working hours.
* Report any customer complaints or compliments and take some remedial action if at all possible.
* Report immediately any incidents of accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
* Cover in other areas during periods of holidays and sickness.
* Carry out other reasonable tasks as directed by management
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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To ensure all food produced in their section adheres to Sodexo standards
* To ensure all food produced within their section achieves the required service times.
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Food Hygiene certificate
* Ability to communicate orally and in writing to an excellent standard
* Ability to complete maths to a reasonable standard
* Exhibits characteristics of Service Spirit, Team Spirit and Spirit of Progress
* Good interpersonal skills enabling good relations with customers, Clients and colleagues
* Willingness to receive, understand and implement Sodexo and Client training
* Ability to work as a team player
* Ability to organise oneself and prioritise tasks and work alone
* Copes well under pressure
* Identifies and communicates potential problems to Catering Supervisor
* Smart, clean appearance with a strong emphasis on personal hygiene
* Displays a passion for food and customer service
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