**on-site services**

JoB description

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title | Food Service Assistant | Department | Food Services |
| Generic Job Title | FSA | Segment | Corporate Services |
| Team Band | Grade N2-M2 | Location | John St Brighton |
| Reports to | Catering Manager  | Office / Unit name | Amex |

## ORGANISATION StRUCTURE

Head of Talent

Chef de Partie

Catering Manager

Food Service Assistant

Talent

#### Job Purpose

* Deliver on all Operating Brands offers to Company specifications as requested
* Maintain all levels of food hygiene throughout the preparation areas
* Reporting any Health & Safety / Food & Safety issues immediately to your line manager
* Ensuring god levels of customer service and care throughout your shift
* Comply with statutory and company requirements.
* Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.
* To prepare all food with due care and attention, particularly regarding customers’ special dietary requirements: for example, nut, dairy or wheat allergies.
* Serve food and drink to customers and guests as directed.
* Assist with the replenishment of food, beverages and equipment to ensure service periods do not stop.
* Assist with hygienic cleaning of utensils and work areas after service periods.
* Assist with the implementation of cleaning schedules to agreed standards.
* Promote a friendly working relationship with colleagues.
* Promote a good company image to customers and guests by using positive customer service practices.
* To assist with the setup, service, clearing and cleaning of function catering as requested.
* To undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities.
* To carry out duties as directed by reports.

#### Accountabilities or “what you have to do”

* To ensure that Company, Client and Statutory regulations regarding Hygiene and Safety, Fire and Security are complied always
* To set the example by being professional always
* To maintain and ensure team work and good ethics with your colleagues and Supervisors
* To have a complete understanding of Sodexo policies, rules and regulations
* To be fully conversant with the concept, presentation and delivery of all menu items and cooking methods.
* To ensure that areas under your control are kept clean and tidy as is reasonably practicable always
* Encourage and demonstrate a positive relationship with customers and colleagues to ensure customer delight
* To carry out any other reasonable requests which would help to ensure that all visitors expectations are met and exceeded
* To ensure that areas under your control are kept clean and tidy as is reasonably practicable always
* To promote a friendly, helpful and professional service
* To attend meetings and training courses as may be necessary from time to time
* To carry out any legitimate instruction requested by Management
* To sign in and out prior each day and under authorisation of your line manager

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* **Customer & Client Focus:** Deliver exceptional customer service to build valuable long-term relationships with colleagues, customers and clients
* **Impact and Influence:** Communicates to build relationships and interacts appropriately with others
* **Continuous Improvement:** Seeks to raise standards and improve quality of performance and service
* **Working with others:** Works effectively and professionally with others to achieve the desired results

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** | N/A |
| ***Other*** | N/A |

#### Skills, Knowledge and Experience

Essential

* Commitment to quality service, and food and beverage knowledge
* Basic math skills
* Knowledge of basic training techniques
* Exceptional customer service skills
* Clear communication skills

Desirable

* Willingness to learn and develop

#### Contextual or other information

* To ensure all staff within the department observes all Fire and Health & Safety regulations, attending any training sessions necessary to keep them updated on new legislation, and ensuring compliance with all current legal requirements.

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| --- |
| I have read and understood my Job Description |
| **Job Holder Signature**: | **Date:** |
|  |
| **Manager Signature**: | **Manager Name** (PRINT): | **Date:** |

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| Document owner |  |