JoB description

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| Position Title | Catering Assistant | Department | Catering |
| Generic Job Title | Catering Assistant | Segment | Government Services  |
| Team Band | Unbanded | Location | Aberdeen |
| Reports to | Head Chef / General Manager | Office / Unit name |  |

## ORGANISATION StRUCTURE

General Manager

Head Chef

Head of Talent

Catering Assistant

#### Job Purpose

* To provide excellent customer service from the preparation, presentation, service of food and beverages to the client & Sodexo’s satisfaction.

#### Accountabilities

* Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, environment, food safety, health and safety, safe working practices, personal hygiene, cleanliness, fire, COSHH. This will include your awareness of any specific hazards in your workplace.
* Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.
* To prepare and serve all food/drink with due care and attention, particularly in regard to customers’ special dietary requirements: for example, understanding of allergen regulations 2014.
* Serve food and drink to customers and guests as directed.
* Serve coffee to Costa’s operational standards
* Assist with the replenishment of food, beverages and equipment to ensure service periods do not stop.
* Assist with hygienic cleaning of utensils, work areas after service periods.
* Assist with the implementation and completion of cleaning tasks as outlined in 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 assist, as required, at special functions, some of which may occur outside normal working hours.
* To report any complaint or compliment and take action if at all possible.

**Key Performance Indicators (KPIs)**

* To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
* Comply with all Company and statutory regulations relating to environment, food safety, safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* To be agreed with Line Manager for particular location. K.P.I’s to be monitored as part of performance review process.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** | Use of Epos Till, Cash up procedures |
| ***Other*** | Stock take procedures, due diligence records e g temperature, wastage sheets, allergen regulations |

#### Skills, Knowledge and Experience

**Essential**

* Good communications skills.
* Experience of working in a similar industry such as food service, catering or hospitality.
* Previous food handling experience.
* Ability to adhere to all health & safety practices.
* Strong customer service skills.
* High levels of personal hygiene and appearance.

**Desirable**

* Basic Certificate in general hygiene.
* Experience of working in an environment where compliance to standards is key.

**Competencies**

* Continuous improvement.
* Working with others.
* Impact and influence.
* Resilience.

#### Contextual or other information

* Smoking not permitted on premises. Personal mobile phones must be switched off during working hours. Constraints may change from time to time, see the staff notice boards.
* During the course of his/her duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time.
* All mandatory training to be completed as and when required.

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| Document owner | HRBP |

* Sodexo uniform and name badge to be worn at all times.