JoB description

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| Position Title | Food Service Assistant | Department | Operational |
| Generic Job Title | Food Service Assistant | Segment | Defence |
| Team Band | Unbanded | Location | Colchester Garrison |
| Reports to | Centre Manager | Office / Unit name | Browning Diner |

## ORGANISATION StRUCTURE

Front of House

Team Leader

Front of House Supervisor

Head of Talent

Food Service Assistant

#### Job Purpose

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

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

* Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH.
* 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 in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies, ensuring completion of daiy allergens log.
* 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 undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities.
* To report any complaint or compliment and take action if at all possible.
* To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible.

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

* 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

#### 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

#### Contextual or other information

* Will be expected to attend training courses
* Flexibilityy to work schedule will be required at all times

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| I can confirm I have read the full content of my job description and understand the requirements of this role: |
| Employee Signature: |
| Date: |
| Please return to sender with any associated documentation |

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| Version | V2 | Date | 17/05/17 |
| Document owner | Oliver Smith | | |