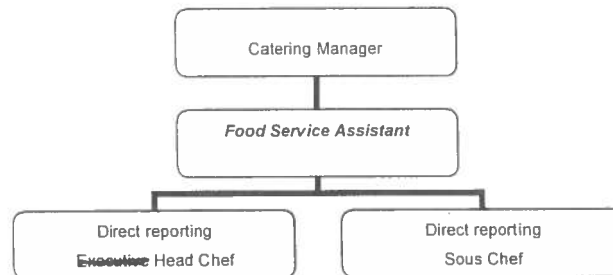


# Job Description

<i>Position Title</i>	<b>Food Service Assistant</b>
<i>Generic Job Title</i>	<b>Food Service Assistant</b>
<i>Team Band</i>	<b>Frontline Staff</b>
<i>Reports to</i>	<b>Line Manager</b>

<i>Department</i>	<b>Food Service</b>
<i>Segment</i>	<b>Corporate Services</b>
<i>Location</i>	<b>Unit</b>
<i>Office / Unit name</i>	<b>Reckitt benckiser Hull</b>

## 1. Organisation structure



## 2. Job Purpose

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

## 3. Accountabilities

- 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. 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 all food with due care and attention, particularly in regard to 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 set up, 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, for which you will be paid overtime.
- 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.

#### 4. 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 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 and appraisal process

#### 5. Dimensions

Financial	None
Staff	None
Other	None

#### 6. Knowledge, skills 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.
- Knowledge of Company IT systems such as PayIT

#### 7. Contextual or other information

- Smoking only permitted in designated areas. 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