



Role Profile

Job Title: Catering Assistant

Department: Restaurant

Responsible to: Head Chef

Main purpose of job:

To be responsible for assisting in the daily service operation of the restaurant, providing general food preparation and excellent customer service to defined company health and safety standards.

Main Duties:

- To prepare and serve high quality good value food and drinks to employee's, learners and visitors as required to high company standards and strictly in accordance with health and safety and food hygiene regulations.
- To support the delivery of the catering requirements by ensuring effective food preparation and service according to customer requirements and to agreed timescales and standards.
- To ensure the accurate and secure handling of all cash, including customer monies in accordance with the company's financial policies and procedures.
- To practise and maintain 5 star hygiene standards.
- To understand cleaning procedures and practises as directed by the Head Chef and to be conversant with all cleaning agents, chemicals and appliances and use in accordance with legal requirements.
- To ensure conformance with all health, safety and food standards agency requirements through adherence to legal requirements and maintenance of all necessary health and safety and restaurant records. E.g. temperature and cleaning records.

Where your future matters



Person Specification

Job Title: Catering Assistant

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Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none">• Grade 4 (C) or above in English and Maths.• Knowledge of all Company Health and Safety policies, Qualifications and procedures and their application.• Knowledge of HSE, food safety and legislative food.• Handling requirements and standards.	<ul style="list-style-type: none">• Possession of professional qualification in accordance with occupational position held.
Skills & Relevant Experience	<ul style="list-style-type: none">• Demonstrates highly effective and consistent communication and active listening skills within the team and department.• Demonstrates a positive and proactive approach in anticipating customer requirements and delivers to high standards of customer satisfaction.• Experience of delivering high quality food and customer service to both internal and external clients.• Experience of cash handling and use of electronic point of sale• Ability to maintain a high standard of personal and general cleanliness and hygiene to comply with statutory regulations	<ul style="list-style-type: none">• General idea of the operations of a Training provider• Prior school or education experience
Behaviours	<ul style="list-style-type: none">• Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core Values.• Demonstrates strong positive customer focused behaviours which enable the development of strong customer relationships.	

Where your future matters



Criteria	Essential requirements	Desirable requirements
	<ul style="list-style-type: none">• Demonstrates well developed engagement behaviours, which motivate and encourage high levels of employee performance.• Demonstrate collaborative team based behaviours which promote and support highly effective team working across the department.	

Where your future matters