

Job Description

Job Title	Catering Assistant
School/Service	Catering Services (Westlakes)
Grade	A
Responsible to	Catering & Commercial Manger (Westlakes)
Responsible for	N/A
Job Purpose: To provide an efficient and courteous service to Catering Services residential and nonresidential customers; ensuring all customers are treated in a friendly and helpful manner to encourage loyalty to the service and as the business or client dictates.	
Main Duties and Responsibilities <ol style="list-style-type: none">1. To wear the uniform provided at all times maintaining a smart appearance appropriate to the working environment2. To maintain service standards for our customers to include checking of displays ensuring all products on counters, till areas and ancillary display areas are fit for sale and are of the appropriate quality and freshness3. The serving of food and beverages in any catering outlet4. Basic food preparation in any catering outlet5. Till operation and associated cash handling in accordance with agreed University policy and procedures6. To ensure the security of any outlet when opening and closing the area7. Assist in stock replenishment and ordering and the security of stock8. To work and assist colleagues within the team to ensure that the food and beverage service is efficient and to the agreed service standards9. Assist in the transportation of food and beverages across campus10. General dining room duties: table laying, waiting and clearing11. Washing up, clearing and cleaning in all work areas12. To ensure University Health and Safety policies and procedures and Government legislation are adhered to ensure the safety and welfare of the workplace environment, ensuring HACCP standards are maintained at all times13. Undertake such other duties and responsibilities appropriate to the grade as may be required from time to time by the Catering Management Team	

Person Specification

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Attributes	Essential	Desirable	Measured By
Work Experience	<p>Previous experience of working in a in a similar establishment</p> <p>Experience of customer service</p> <p>Experience of working with a diverse customer base</p>	Working in an educational establishment	<p>Application form</p> <p>Interview</p> <p>References</p>
Education/Qualifications	<p>Basic food hygiene certificate</p> <p>Basic health & safety certificate</p> <p>NVQ level 1 (or equivalent) In a catering subject</p>	<p>GCSE 'C' or equivalent English</p> <p>NVQ level 2</p> <p>ECDL or equivalent</p>	<p>Application form</p> <p>Certificates</p>
Skills/Abilities	<p>Ability to follow instructions</p> <p>Ability to communicate with customers</p> <p>Ability to work as part of a team and be able to use initiative if faced with a problem</p> <p>Excellent interpersonal skills</p>	Product promotion and sales	<p>Interview</p> <p>References</p>
Other	<p>Articulate</p> <p>Clean smart appearance</p> <p>DBS Check (Westlakes)</p>		Interview

	An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours.		
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