

Catering Assistant

Job Description and Person Specification

Position Details

Position: Catering Assistant	Department: Catering areas	Reporting to: Supervisor and F&B Manager
Salary: On Request	Contract: Permanent	Hours per week: Weekends and Holidays 8.30am-6,30pm or 10am-6.30pm

Overall Objective:

Be part of our fun and outgoing catering team. You will work as part of the team preparing hot and cold food, making hot drinks, and keeping the area our customers sit in clean and tidy. We also service our on-site nursery and kids camp groups in the holiday periods.

In this role, you will enjoy interacting with our customers of all ages. Be outgoing, willing to learn and can fit into a team that works with our senior and part time team. You will be a collaborator and engage with staff and customers professionally across the business.

Our shifts cover additional evening events throughout the year for our Corporate, Halloween and Christmas market.

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<p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To work within a team to deliver a fantastic customer experience. • To offer food and beverage products from the till or front of house position. • Prepare and serve a variety of hot and cold beverages. • Prepare hot and cold snacks from a menu and serve to customers • Work within all the catering outlets. • Taking in and recording deliveries. • Adhere to all health and safety, food safety, licensing and age restrictions if required. • Stock and re-stock products prior to 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Have good verbal communication and able to interact with customers and other staff professionally. • To be pleasant and courteous and have good customer service skills. • Be flexible around hours and days of work for our additional event. • Be adaptable to changing work and environments. • Have basic numeracy and literacy skills. • Be able to work as part of a team and alone. • Be of smart appearance with good personal hygiene.

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- Clean work areas, preparation areas, equipment, stock, and utensils. Keep all front of house areas tidy.
- Follow opening and closing schedules including tidying of furniture, and condiments
- Process payment transactions through an electronic cash register
- Suggest ways to improve the department.
- Actively upsell our food and drink products as well as making the customer aware of any activities at MOF.
- Conduct any relevant training required.
- Liaise and work with other Team Members.
- Support colleagues in other business areas.
- Deliver the company values and customer pledge by always engaging positively with customers.
- Ensure you understand and comply with the code of practice.

Desirable

- Hold a Basic Food Hygiene or similar qualification
- Previous experience in a customer facing role.