## 1. Job Details

Job title: Catering Assistant (level 2)

School/Support Department: Accommodation Services

Unit (if applicable):

Line manager: Assistant Manager/Manager
(smaller catering units report direct to Manager, larger units via asst Manager/Supervisor. Line Manager employed in same unit.)

## 2. Job Purpose

Assist in the service of food and beverages to a range of customers along with basic food preparation duties. In addition undertake general cleaning duties within the catering department.

## 3. Main Responsibilities

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>% of Time</th>
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<tbody>
<tr>
<td>1. Set up of all front of house food areas prior to service and assist with any deliveries to ensure that the catering unit is ready for opening.</td>
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<tr>
<td>2. Preparation of food items, salads, sandwiches, pre portions etc as directed by the chef/manager in order that the full menu of items can be provided.</td>
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<td>3. Serve and assemble food for customers to ensure both a fast and courteous standard of service.</td>
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<td>4. Operate the till and take cash and issue change in order that customers can settle their bill accurately and timorously.</td>
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<td>5. Through operating the dishwash, clear dirty crockery and store clean crockery ready to be used again for food service.</td>
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<tr>
<td>6. Wash all pots, cooking and serving equipment as per the requirements of the Food Hygiene Management System.</td>
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<tr>
<td>7. Undertake cleaning duties to include general cleaning of front of house areas and all dining areas, as well as cleaning kitchen surfaces including fridges and freezer units, as part of legal requirement to provide a clean and hygienically safe catering environment.</td>
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<tr>
<td>8. Will undertake the above duties working on a rotational basis and any additional duties as requested by management.</td>
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## 4. Planning and Organising

Set up the front of house display areas as per Standard Operating Procedures, to ensure an attractive display of food is achieved.

- Be able to determine customer spend i.e. operate the till accurately and charge the correct amounts.
- Be able to organise and run an area of operation single handed e.g. dishwash/servery.

## 5. Problem Solving
Little problem solving required. If they have any concerns they should be referred to line manager or Supervisor.

### 6. Decision Making

Deal with customer queries and take appropriate action as required e.g. decide at what stage a complaint or query should be referred to line manager.

Use own initiative to move around catering outlet to meet customer needs and provide greatest staff cover/increase in level of service e.g. during lunch periods and tea/coffee breaks when surges can occur around servery counters and at tills.

### 7. Key Contacts/Relationships

Must be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Key daily contacts internal to unit and will regularly deal with at least 3 of the following: managers, assistant Managers, supervisors, chefs, catering assistants, kitchen porters, store person.

### 8. Knowledge, Skills and Experience Needed for the Job

No experience necessary, although previous experience with a catering environment desirable. After on the job training must be able to learn by experience and through the training given in the operation of cleaning and food preparation equipment and till operations. To attain basic food hygiene qualification within 6 months.

### 9. Dimensions

Provide food service to between 80 – 300 customers daily  
Handle cash daily between £80 - £1,000 subject to catering unit  
Uses approximately £350.00 of cleaning equipment per annum

### 10. Job Context and any other relevant information

The catering environment can be a physically demanding environment requiring substantial physical effort at times with heavy lifting and sometimes long periods of repetitive tasks. A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace over meal service times.

A high level of flexibility is required to cover changes in services, dependant on business levels and requirements. Demands to provide services outwith the catering unit and to provide function coverage, requires co-operation and must be prepared to extend working hours at short notice within limits. Catering Assistants must be prepared to work in any area unless specialist training has not been given.