Catering Assistant Job Description SCC (Specialist Computer Holdings PLC)

Report to: Catering Manager

**JOB SUMMARY**

Under general supervision of Catering Manager, catering assistants will ensure they complete their duties to meet standards in line with agreed procedures and provide a warm welcome to staff, clients and visitors, so that the reputation of SCC catering function is maintained and enhanced.

**KEY RESULT AREAS**

1. Personal Hygiene & Appearance

* Observe good personal hygiene at all times, as detailed within the Food Hygiene Policy, and be of well-groomed appearance at all times.
* Wear enclosed, non-slip, clean black shoes & clean clothing as per current dress-code.
* Wear minimal make-up, fragrance and jewellery.
* Long hair to be tied back or worn up.
* Report any illness or symptoms of food poisoning or food-borne disease immediately to the Catering Manager to safeguard the health of others.
* Ensure any cuts / broken skin are covered with blue, waterproof dressings.
* Ensure thorough and frequent hand-washing as detailed in the Food Hygiene Manual.
* Remove your uniform apron in the kitchen before using the toilet accommodation.
* Ensure that you lead by example by following all points above and that the team are adhering to all Statutory regulations

2. Food Preparation & Kitchen Operations

* Undertake all tasks as trained and directed so that high standards of food hygiene and health and safety are met.
* Produce and prepare food to comply with the menu in accordance with the food hygiene standards identified within our Food Hygiene Policy. This will include all hot and cold food, group catering and event catering as required.
* Prepare food for functions and events.
* Check food deliveries and report any discrepancies immediately to Supplier and Catering Manager.
* Ensure all stock is stored appropriately and used in rotation.
* General kitchen cleaning to follow cleaning schedule.

3. Servery Area

* Ensure the Servery and any Function Rooms in use are presented to high standards so that customers enjoy a comfortable and welcoming environment.
* All areas are clean and tidy
* All food products are attractively displayed
* All products correctly priced
* Point of sale correctly presented and positioned

4. Customer Care

* Provide high standards of customer care, so that our reputation is enhanced and sales targets achieved.
* Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum
* Participate in staff training with Catering Manager

5. Security

* Ensure all aspects of security, fire and emergency are carried out, so that established good practices are adhered to.
* Security of stock
* Security of cash
* Train in emergency evacuation of the building

6. Financial Controls

* Follow cash handling procedures accurately and as instructed, reporting any discrepancies to Catering Manger

7. Food Hygiene & Health & Safety

* Observe all health and safety at work regulations in accordance with statutory obligations.
* Ensure that all rubbish bins are emptied and all kitchen rubbish is disposed of or recycled correctly in the appropriate bins.
* Report all accidents to the Catering Manager.
* Report any unsafe practices or broken machinery/equipment to the Catering Manager, so that remedial action can be taken immediately
* Use all equipment as trained observing all safe practices, so that accidents are avoided
* Follow COSHH procedures
* Participate in basic food hygiene training and health and safety training as required.
* Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.

8. Any Other Duties

* Flexible attitude to working hours
* Work at designated Refresh Site by Catering Manager

In addition, all employees are expected to work within the terms of their contract of employment and adhere to policies and practices as directed.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

Knowledge

Essential

* Holds Basic or Intermediate Food Hygiene certificate
* Health and Safety Requirements
* Be aware of Allergen and Dietary guidelines

Skills

Essential

* Strong interpersonal skills

Experience

Essential

* Has worked as part of a team
* Has cash handling experience

Copy: Dawn Pritchard 09/08/2022