



# job description

## General Service Assistant

<b>Purpose:</b>	To assist in providing a quality food and beverage service for all students and staff within the company guidelines and adhering to hygiene, health and safety regulations.
<b>Reporting To:</b>	Cook/Manager and/or Catering Manager
<b>Contract Type:</b>	Monday to Friday 10 hrs per week Term time only
<b>Starting Salary</b>	£8.50 per hour (Final pension salary scheme plus attendance bonus)
<b>Main Duties and Responsibilities</b>	
<b>Food Preparation</b>	To assist in all service area's for students and staff ensuring that the agreed standards of presentation are adhered to at all times.
<b>Food Service</b>	<ul style="list-style-type: none"> <li>• Be aware of the daily menu content and portion size through liaison with the Cook/Manager.</li> <li>• Ensure that the correct service equipment and menu accompaniments are available prior to service.</li> <li>• Check that the dining area is clean and ready for service and that adequate supplies are available of cutlery, crockery, glasses, condiments and serviettes and that they are free from dirt and in a good condition.</li> <li>• Inform Cook and/or Manager in advance of any menu shortages in order to ensure a quick and efficient service and to keep queues to a minimum.</li> <li>• Ensure that all hospitality orders are delivered on time and in line with the requirements and agreed standards of presentation.</li> <li>• Ensure that hospitality equipment is cleared promptly and checked for missing items.</li> <li>• Ensure temperatures of hot and cold food are recorded.</li> </ul>
<b>Customer Care</b>	<p>Satisfy the needs of your customers by:</p> <ul style="list-style-type: none"> <li>• Providing an efficient and helpful service at all times.</li> <li>• Responding to customer comments and complaints in a positive and proactive manner.</li> <li>• Ensure that the counter is not left unattended at any time during opening hours.</li> </ul>
<b>Client and Customer Relations</b>	<ul style="list-style-type: none"> <li>• Maintain a professional image by being polite, helpful and courteous at all times.</li> <li>• Promote the catering service by actively communicating with customers.</li> </ul>

<b>Unit Specific Duties</b>	<ul style="list-style-type: none"> <li>• To work in any area / outlet of the catering establishment as directed by the cook and / or Manager.</li> <li>• To carry out washing up and cleaning duties as required.</li> <li>• Breaks may only be taken with agreement by the catering manager and if working hours enable entitlement.</li> <li>• Full uniform including name badges must be worn at all times, no other clothing may be visible either over or under your uniform</li> </ul>
<b>Hygiene, Health and Safety</b>	<ul style="list-style-type: none"> <li>• Comply with legislation and follow all rules and regulation laid down in the staff handbook and unit policy statements, with regard to uniform, personal hygiene, health and safety.</li> <li>• Carry out correct procedures with regard to food hygiene as laid down in the Food Safety Manual.</li> <li>• Carry out cleaning duties in accordance with the cleaning schedule provided.</li> <li>• Report all accidents and any health and safety hazards to ensure the safety of staff and customers.</li> <li>• Uniform may not be worn to or from work.</li> <li>• Ensure all deliveries are checked and put away promptly, and that all store areas and food preparation areas are clean and tidy at all times.</li> </ul>
<b>Additional Duties</b>	
<p>To perform any duties as requested by your line manager appropriate to the needs of the Unit and from your own experiences, or from training.</p> <p>I understand the job description does not form part of my terms &amp; conditions and that this job description is intended to reflect, in outline the responsibilities of the role, which may change over time with corporate, local business needs and the needs of the post holder. It will therefore be subject to periodic review.</p>	

I acknowledge receipt of my Job Description:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_