

JOB DESCRIPTION

Job Title:	Catering Assistant	Date:	01/17
Reports to:	Team Leaders		
Principally relates to:	Team Leader – Catering Services, Head of Visitor Services, Food Services Manager, Enablers, Visitors		
Purpose of the role:	To promote and enhance the visitor experience throughout Eureka! and to contribute in particular to the provision of a quality catering service, ensuring that food is served to a consistently high standard in the café, nursery and corporate events.		

Main Areas of Responsibility:

General

- Deliver a consistently high level of customer service so that customer expectations are exceeded
- Maintain high standards of personal presentation and personal hygiene.
- Maintain high standards of Café presentation, ensuring a welcoming clean, safe and hygienic environment and that all nursery and corporate catering services are transported safely and served professionally.
- Ensure that counters, fridges, display units and vending machines are adequately stocked with only in date goods.

Housekeeping and Safety

- Ensure that appropriate food hygiene standards are maintained at all times.
- Ensure that stock is appropriately displayed and rotated and that out of date or unfit stock is removed.
- Ensure that all front of house areas are kept clean and tidy, with a thorough clean daily.
- Carry out regular checks of front of house equipment and premises to ensure they are safe and in good working order and report faults as required.

Corporate Events

Contribute to presenting catering requirements in meeting venues to high standards so that participants enjoy a comfortable and welcoming environment.

- All areas are clean and tidy with food products attractively displayed
- All food items are correctly labelled and identified, including dietary and allergen information
- Refreshments are checked to ensure they meet the requirements of the event request form
- Meeting venues are cleared and left tidy at the end of the event with all food debris removed and disposed of according to correct procedures

Cleaning

Undertake all tasks as trained and directed so that high standards of health and safety and food hygiene are met.

- Washing up, manually and by machine as required to set standards
- General cleaning to follow the cleaning schedule as directed
- Keep all areas clean and tidy.

Customer Care

Provide high standards of customer care, so that the reputation of Eureka! is enhanced and sales targets achieved.

- Provide a high quality service at all times
- Participate in staff training and support any Eureka! Initiatives.
- Assist visitors with queries in a prompt, professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

Security

Ensure all aspects of security, fire and emergency procedures are adhered to including:

- Security of stock
- Security of cash
- Trained in emergency evacuation of the building

Financial Controls

Ensure that all accounting procedures are handled in accordance with the Eureka! policies and procedures including:

- Operating tills to agreed procedure, to minimise security risks.
- Actively promoting counter sales to visitors
- Check all transactions; cash, cheque and credit card
- Follow cash handling procedures accurately as required.

Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by Eureka! in accordance with statutory obligations.

- Reporting of accidents
- Report any unsafe practices or broken machinery/equipment to the supervisor, so that remedial action can be taken immediately
- Use all equipment as trained observing all safe practices, so that accidents are avoided
- Undertake level 2 food hygiene training
- Follow risk assessment and COSHH procedures

Any other Duties

- Undertake any other duties as may reasonably be requested of a Catering Assistant
- To attend training courses and staff meetings as required
- As part of the Front of House Team you may be required to work in key customer service areas within the Museum from time to time

Special features

- Flexible working.
- Weekend, Bank Holiday, school holiday work will be required.
- The ability to work in a noisy, active, attention-seeking and often physically demanding environment for sustained periods of time.

Details of education and experience preferred

- GCSE English and Maths, grades A – C
- Level 2 Food Hygiene certificate desirable but full training will be given

Details of special skills/experience/aptitudes needed

- Outgoing cheerful personality
- A good work ethic
- Good verbal communication skills
- A team player
- Ability to use own initiative and self-motivated
- Organised
- Well groomed appearance
- To be a confident person
- Proven ability in carrying out instructions
- Previous catering experience desirable