

JOB DESCRIPTION

Job Title:	Catering Assistant	Date Reviewed:	June 2021
Reports to:	Food Services Manager		
Principally relates to:	Senior Catering Assistant, Deli Chef, Head of Visitor Services, Visitor Services Assistant Managers, technicians, visitors, corporate clients.		
Purpose of the role:	To promote and enhance the visitor experience throughout Eureka! and to contribute to the provision of a quality catering service, ensuring that food is served to a consistently high standard in the café, other 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.
- Prepare food in the deli bar area.
- Host the catering of birthday parties including set up and break down.

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- Ensure that stock is appropriately displayed and rotated and that out of date or unfit stock is removed.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.
- When working in the kitchen ensure the area is clean, tidy, and safe.
- 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
- 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
- Operating tills to agreed procedure, to minimise security risks.
- Actively promoting counter sales to visitors
- Check all transactions, cash, and card
- Follow cash handling procedures accurately as required.

Health & Safety

- 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