

## JOB DESCRIPTION

<b>Job Title:</b>	Catering Assistant
<b>Department / Unit:</b>	Commercial Services – Conferences & Catering
<b>Job type</b>	Casual
<b>Grade:</b>	RHUL 2
<b>Accountable to:</b>	Assistant Manager/ Team Leader/ Shift Leader
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
As a trained catering assistant you will prepare the front of house areas for service and serve food and beverages to Royal Holloway customers. You will be working in a catering outlet similar to that of a café/ bar/ restaurant environment.	
<b>Key Tasks</b>	
<p><b>Role Specifics</b></p> <p>The catering assistant will be involved in serving customers, food, soft drinks, hot drinks and/or alcoholic drinks, dependent upon the catering outlet based in. This will be directed by the line manager, as per the established standards and procedures.</p> <p>Use EPOS tills for ordering and cash handling.</p> <p>Undertake general cleaning duties within the catering department.</p> <p>Provide excellent customer service to a diverse range of customers.</p>	
<p><b>Leadership/Management/Supervision</b></p> <ul style="list-style-type: none"> <li>Assist in the allocation of job tasks during working shifts and assist the shift supervisor with checking of completed tasks</li> </ul>	
<p><b>Strategic/Tactical/Operational</b></p> <ul style="list-style-type: none"> <li>Set up any area, dining hall or outlet including areas for special events, conferences and exhibitions that are to be used for providing any catering service</li> <li>Provide and serve catering in any area, dining hall or outlet including special events, weddings, dinners, conferences and exhibitions as directed by the line manager</li> <li>Have full product knowledge of the items within the catering outlet; can assist customers with knowledge on food allergens and dietary requirements</li> <li>At the end of every shift ensure that all cleaning and restocking has taken place</li> </ul>	

- Prepare basic foodstuffs such as burgers, pizza, sandwiches, cocktails, smoothies and speciality coffee drinks
- Be able to set up use and clean down various pieces of equipment such as floor scrubber, bean to cup coffee machine, barista coffee machine, burger bar, wok station, pasta machine and panini machine

#### **Financial**

- Operate the till and take cash or debit / credit cards, ensuring adequate change is maintained throughout the day. Undertake cashing up, as necessary
- Ensure all stock control and recording systems are maintained and assist in monthly stock take, as necessary

#### **Legislative/Compliance**

- Maintain a safe working environment and comply with all health & safety regulations and safe systems of work taking remedial action as necessary
- Attend all training as required including all mandatory and yearly refreshers, with particular regard to the food hygiene courses
- Report any defects in any equipment or facilities
- The reading and recording of refrigerator, cold display cabinets and cooked food temperatures
- Hold the Food Hygiene Level 2 certificate and have completed all mandated courses required such as Allergen Awareness, COSHH, Manual Handling, Fire Safety and other training i.e. Customer Care

#### **Customer Focus**

- Encourages and maintains a welcoming environment to enhance the student and customer experience.
- Deals sympathetically, promptly and professionally with all comments or complaints

#### **Administration**

- Recording of fridge and food temperature in the hygiene books
- Completing hygiene and cleaning checklists
- Completion of weekly timesheets and online myview timesheets

#### **Demands of the Role**

- Arrive at work in good time for the start of shift and dressed according to uniform guidelines
- A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace throughout the shift
- A high level of flexibility is required to cover changes in services, dependant on business levels and requirements

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

Customers (student, staff and visitors)

Conference & Catering Colleagues

Environmental Health Supervisor

Commercial Services Colleagues

Royal Holloway Estates and Maintenance engineers / contractors

External maintenance engineers / contractors

External Suppliers