

## JOB DESCRIPTION

<b>Job Title:</b>	CATERING ASSISTANT
<b>Department / Unit:</b>	COMMERCIAL SERVICES – CONFERENCES & CATERING
<b>Job type</b>	CASUAL
<b>Grade:</b>	GRADE 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 catering assistant, you will prepare the café for service and serve beverages and food to Royal Holloway customers. You will be working in one of the two cafés on campus – Café on the Square and Boilerhouse Café.	
<b>Key Tasks</b>	
<p><b>Role Specifics</b></p> <p>The barista be involved in serving customers, espresso based coffee, tea, food, soft drinks, and/or alcoholic drinks, dependent upon the cafe 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 the café ready for opening or closing ready for the next day</li> <li>Set up either café for special events , conferences and exhibitions that are to be used for providing any catering service</li> <li>Have full product knowledge of the items within the cafe; can assist customers with knowledge on food allergens and dietary requirements</li> <li>Prepare basic foodstuffs such as sandwiches, salads, soups</li> <li>Prepare Frappuccino's, smoothies and speciality coffee drinks</li> </ul>	

- Be able to produce branded Starbucks drinks to worldwide recipes and standards
- Be able to set up use and clean down various pieces of equipment such as barista coffee machine, bean to cup coffee machine and panini machine
- At the end of every shift ensure that all cleaning and restocking has taken place

#### **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 a Food Hygiene Level 2 certificate and have completed all mandated courses required including Allergen Awareness, COSHH, Manual Handling, Fire Safety and other training i.e. Customer Service

#### **Customer Focus**

- Assist customers on their choice of artisan or branded coffee
- Ensures coffee quality
- Encourages and maintains a welcoming environment to enhance the student and customer experience
- Deals sympathetically, promptly and professionally with all feedback, comments or complaints

#### **Administration**

- Complete coffee log books to ensure coffee quality
- Record fridge and food temperature in the hygiene books
- Complete hygiene and cleaning checklists
- Completion of weekly timesheets and online myview timesheets

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

- Thrives in a busy café environment
- Available to work shifts between 6AM-22PM
- Enjoys working in a large team
- Punctual, reliable and consistent; arriving 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.
- Happy to be on your feet for the entirety of 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 deliveries  
Royal Holloway IT engineers / contractors  
Royal Holloway Estates and Maintenance engineers / contractors  
External maintenance engineers / contractors  
External deliveries  
External Suppliers