

JOB DESCRIPTION

Job Title:	CATERING ASSISTANT
Department / Unit:	COMMERCIAL SERVICES – CONFERENCES & CATERING
Job type	CASUAL
Grade:	GRADE 2
Accountable to:	ASSISTANT MANAGER / TEAM LEADER / SHIFT LEADER
Accountable for:	N/A
Purpose of the Post	
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.	
Key Tasks	
Role Specifics 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. Use EPOS tills for ordering and cash handling. Undertake general cleaning duties within the catering department. Provide excellent customer service to a diverse range of customers.	
Operational <ul style="list-style-type: none"> 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 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 Have full product knowledge of the items within the catering outlet; can assist customers with knowledge on food allergens and dietary requirements At the end of every shift ensure that all cleaning and restocking has taken place Prepare basic foodstuffs such as burgers, pizza, sandwiches, cocktails, smoothies and speciality coffee drinks 	

<ul style="list-style-type: none"> • Be able to set up use and clean down various pieces of equipment after training such as bean to cup coffee machine, barista coffee machine, burger bar, wok station, pasta machine and panini machine
Financial <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Maintain a safe working environment and comply with all health & safety regulations and safe systems of work • Attend all training as required including all mandatory and yearly refreshers. • Report any defects in any equipment or facilities to shift leader or line manager
Customer Focus <ul style="list-style-type: none"> • Encourages and maintains a welcoming environment to enhance the student and customer experience. • Deals sympathetically, promptly and professionally with all comments or complaints
Administration <ul style="list-style-type: none"> • Recording of fridge and food temperature in the hygiene books • Completing hygiene and cleaning checklists • Completion of weekly timesheets and online myview timesheets
Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.</p> <p>The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive but the post holder will be required to liaise with:</p> <p>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</p>