

Catering Assistant

Role Profile

Job Title: Catering Assistant

Location: Marwell Wildlife

Reports to: Head of Catering Services & Catering Supervisors

Management: None

Role Purpose and Role Dimensions:

- To help with the day to day running of the units.
- To ensure excellent customer service at all times.
- To ensure food safety and health and safety regulations are followed.
- To report any issues relating to food safety, health and safety and cash handling to your supervisor.
- To work in units on your own or as part of a team.

Financial Dimensions:

- Minimise wastage
- Till operation and cash controls
- Cash handling

Key Internal Contacts

- Catering team

The Role

- To ensure food is served to the guest in a timely fashion and as per departmental standards.
- To ensure food service areas are kept clean and tidy at all times.
- To ensure excellent levels of customer care are maintained at all times.
- To ensure tables are cleared in a timely fashion.
- To ensure areas are kept stocked up at all times in conjunction with the Supervisor.
- To ensure that tables and chairs are maintained to a high standard during service times.
- To ensure correct cash handling procedures.
- To report any discrepancies to your supervisor.
- To ensure your uniform meets the required standard
- To maintain a professional standard of time keeping as required by the needs of the business.
- To maintain a professional appearance at all times in conjunction with grooming guidelines.
- To abide by all existing Health and Safety Regulations.
- To abide by all existing Hygiene and Food Safety Regulations
- To ensure all equipment within your use is kept in good working order and is well maintained and returned safely after use.
- To undertake any other duty deemed reasonable as required by your supervisor / manager.
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
- To be fully aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife.
- To be aware of the aims and objectives of Marwell Wildlife.

The Candidate

Qualifications & Experience

Essential

- Basic understanding of health and safety requirements

Desirable

- Basic food hygiene qualification preferred but not essential as training will be given
- Previous customer service experience

Attributes

- The ability to work on your own and as part of a team
- Excellent communication skills
- Ability to provide a high level of customer service
- To have a 'can do' approach to work
- The ability to work on your own initiative
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs