

**JOB DESCRIPTION**
**Catering Assistant**

DEPARTMENT: Social Enterprise - Catering

DEPT PURPOSE: To manage a high quality service that is matched and constantly measured against the wants and needs of our students, ensuring high satisfaction and the financial return as budgeted for the SU

REPORTING TO: Operations Manager & SU Chef

DIRECT REPORTS: None

PURPOSE OF  
ROLE: Deliver excellent food and excellent customer service to students and staff

**KEY RESPONSIBILITIES**

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Main Responsibilities	Key Results
<ul style="list-style-type: none"> <li>Prepare and serve freshly made to order salads, sandwiches and other tasty lunchtime snacks</li> </ul>	<ul style="list-style-type: none"> <li>Follow specifications and standards as trained</li> </ul>
<ul style="list-style-type: none"> <li>Deliver excellent customer service to students and staff</li> </ul>	<ul style="list-style-type: none"> <li>Friendly positive attitude with a willingness to learn and excellent communication skills</li> <li>Customers queries are dealt with efficiently</li> </ul>
<ul style="list-style-type: none"> <li>Maintain high standards of food hygiene and cleanliness whilst on duty</li> </ul>	<ul style="list-style-type: none"> <li>Food and drink served is safe for consumption and due diligence is carried out</li> <li>All customers with allergies and intolerances are assisted and informed appropriately and correctly</li> </ul>
<ul style="list-style-type: none"> <li>Keep up the pace in a busy takeaway operation</li> </ul>	<ul style="list-style-type: none"> <li>Stay calm under pressure</li> <li>Communication is key</li> <li>Smile!</li> </ul>
<ul style="list-style-type: none"> <li>All other appropriate duties as and when required by the Chef and Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>Enthusiastic approach to work</li> <li>Proactively seeks out tasks</li> </ul>

## PERSON SPECIFICATION

	Criteria
Experience	
1	Some previous experience in a similar role would be perfect but not essential as full training will be given
2	Food Hygiene Certificate would be perfect but not essential as relevant training would be given
Personal Skills	
1	A positive attitude and willingness to learn
2	Excellent communication skills and is personable in their approach
3	Friendly, outgoing, polite, and courteous with colleagues and customers
4	Ability to stay calm under pressure during busy periods
5	Organised, punctual and reliable