


Job Description			
Title Food Service Assistant	Department ASCH	Post Ref BF/LM	
Job Purpose To provide a range of catering/cleaning services within the café at Brooke Farm.			
Key Responsibilities 1. To assist in the provision of catering services within the café at Brooke Farm 2. To carry out work requested by the Retail Manager ensuring adherence to menus, food is of good quality, presented attractively and served at the appropriate time and in appropriate portion sizes. 3. To carry out preparation of foods for the café menu as requested. 4. Responsible for washing up pans, utensils, crockery and cutlery. 5. Responsible for cleaning catering equipment surfaces and storage areas in accordance with the cleaning schedule. 6. To undertake general dining room duties as required. 7. To carry out all duties and responsibilities with a ‘can do’ attitude. 8. To serve customers in a courteous, friendly and efficient manner and ensure the issue of sales receipts and to complete cashing up and other procedures in accordance with regulations.		Key Accountabilities 9. Under the direction of the Retail Manager, service light bites and support the preparation of a flexible cafe service. 10. To notify the ‘named person’ of equipment defects and ensure action is taken to effect repairs. 11. To order stock under the direction of the Retail Manager.	

Food Service Assistant

<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Either possess or have willingness to gain a certificate in basic hygiene. 2. Willingness to train in hygiene, safety and food preparation to an appropriate level for the job. 3. Knowledge of main retail till systems in the service area. 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 4. Puts into practice the Council's commitment to excellent customer care. 5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 6. Works well with colleagues but also able to work on their own initiative. 7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 17. Related experience of cleaning and using equipment. 18. In working as part of a team in a similar situation. 	<ol style="list-style-type: none"> 8. Communicates in a non judgemental manner with service users and staff and acts on constructive criticism. 9. Catering skills, or a willingness to learn that will enable the efficient running of the café. 10. Able to maintain high standards of hygiene. 11. Prepared to work flexibly and with commitment to a needs led service. 12. Willingness to undertake further training. 13. Willing to wear protective clothing including headwear and sensible footwear. 14. Willing to keep hair and beards tied back and tidy. 15. High level of punctuality and attendance. 16. Able to use equipment and systems safely and appropriately to the level of the post.

Person Specification: Catering Assistant

Role Dimensions

19. To assist in COSHH and risk assessments allied to the use of chemicals, associated equipment and activity and comply with the resulting directions.
20. To assist in resolving day to day problems on behalf of customers.
21. To take appropriate action in the event of an emergency.

Please attach a structure chart

Date: November 2019

Food Service Assistant