



**St Lawrence College
Catering Services Assistant
Job Description**

This Job description is a guide to the work you will be required to undertake. It may be changed from time to time to incorporate changing circumstances. It does not form part of your contract of employment.

To carry out a variety of tasks related with food production, front and back of house services and any general support required with regard to all Health & Safety regulations. To carry out general duties which relate to the efficient running of the Catering Department in line with contractual requirements.

Key Responsibilities

- To be polite, professional and friendly at all times with customers, and colleagues
- To ensure the highest customer care is adhered to at all times
- Strive to exceed customer's expectations
- To acquire a good knowledge of all products in order to be able to advise individual customers on their product choice
- To actively gain customer feedback, passing information gained onto your line Manager
- Maintain a professional image
- Demonstrates a full understanding of the products available

Market Leadership

- To always look out for opportunities to develop our service
- As part of the College commitment for continuous improvements and innovation, all colleagues are encouraged to seek ways to improve work activities and promote efficiency
- To prepare, produce and serve food to the College standard

Preferred Employer

- Be prepared to assist colleagues in a willing and positive manner including assisting with other duties as required
- Be prepared to attend all relevant training sessions and meeting set by the College
- 100% attendance and implementation of skills learned



Operational Excellence

- To serve customers with hot and cold food on the counter during service times.
- To ensure all utensils, equipment and work areas are cleaned down and maintained to a high standard in a 'clean as you go manner' as well as at the end of the shift.
- To make sure you are aware of, and meet the legal and Colleges requirements for fire, safety, Health and Hygiene
- To report health and safety issues to your line manager, including all accidents and near misses.
- To promote good safety habits and methods of work
- To ensure all displays, counters, and seating areas comply with health and hygiene requirements
- To assist in the preparation of hospitality as required
- To clean all work area during and after use and remove all waste to the appropriate area.
- To maintain temperature records as required and to report any variance.
- To operate machinery as shown and trained to do so, ensuring that the equipment is used safely and in accordance with current regulations and College policies
- All College policies and procedures are adhered to.
- Wastage is minimal
- Ability to prioritise own workload and organise own work to meet priorities, and reduce risks to quality
- Evidence of assisting in maintaining a healthy, safe and secure working environment for everyone who comes into contact with your environment

Health & Safety

- Receive, read and understand the contents of the Employee hand book
- Taking reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail today.
- Co-Operate with your line Manager on HSE matters.
- Correctly using work equipment, personal protective equipment in accordance with training and instructions provided
- Report HSE hazards, accidents, incidents, illness and diseases to your line manager.

Person Specification

- Is passionate about delivering a exceptional service to customers
- Is able to work as a team but also to act on their own initiative
- Acts with honesty and integrity



Essential

- Good communication skills in order to be able to liaise with a wide range of team members and customers with in the work place
- Able to comply with legislation and follow rules and regulations laid down in the Colleges staff hand book with regard to uniform, personal hygiene, health and safety.
- Criminal Records Bureau security checks required where applicable in accordance with Employment Law and Legislation.
- Customer service focussed
- Team player
- Takes pride in personal appearance and hygiene.
- Self motivated and able to use own initiative.
- Ability to work under pressure whilst maintaining a positive aptitude

Desirable

- Experience of working in a busy environment especially during service times
- Experience of working in environments involving high levels of customer care
- NVQ Level 2 or equivalent in relevant area

Equipment Requirements

- Uniform and PPE

Learning & Development Requirements

- COSHH Training
- Basic Food Hygiene
- HACCP Training

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