

JOB DESCRIPTION

JOB TITLE: General Kitchen Assistant

This post profile is intended to give the post holder an appreciation of the role envisaged for a General Kitchen Assistant and the range of duties to be undertaken. It does not form part of the Contract of Employment.

It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

GENERAL AIMS: To make sure our customers are able to buy and enjoy food prepared to the highest standards in a pleasant, clean safe environment.

KEY RESULT AREA

MAIN DUTIES / RESPONSIBILITIES

1. QUALITY OF WORK

- To help prepare food which our customers will enjoy and want to buy.
- To make sure that the kitchen, restaurant and service areas are clean, tidy and attractive during Break & Lunch times.
- To make sure food is prepared and served promptly and to work quickly enough to keep up during busy periods.
- To make sure portion control, preparation and storage methods avoid wastage and keep down costs.
- To ring in every transaction, and ensure prices are applied correctly to accounts.
- To help prepare and present food in a way which will encourage customers to buy and enjoy their meals.

2. CUSTOMER SATISFACTION

- To be polite, friendly and helpful at all times.
- Deal with individual customer requests. E.g. Dietary requirements.
- Listen to customer remarks politely and make sure follow up action is taken.

3.SALES

- To advise colleagues and customers to help them choose what they would like to eat.
- To promote relevant products that encourages children to have a balanced meal in line with nutritional Guidelines.

4. FLEXIBILITY / INITIATIVE

- To make sure the counter top displays are clean and attractive.
- To be prepared to help out doing other things in the unit when necessary.
- To support the catering manager & colleagues according to the demands and work levels of the kitchens.
- To look out for and tell the Manager when you see ways to improve work activities or reduce costs.

5. TEAMWORK

- To be friendly, pleasant and polite to your work colleagues.
- Be prepared to help out the rest of the team in a willing and positive manner.
- To tell your colleagues what is going on in the unit and be prepared to complete training sessions as required.

6. HEALTH, SAFETY & THE ENVIRONMENT

- To make sure you meet the legal and School requirements for fire, safety, health and hygiene.
- To look out for problems with safety or hygiene and report them to your manager.
- To wear correct uniform as provided at all times. Uniform not to be worn out of work.
- To report all accidents and near misses as soon as possible to your manager.
- To use all Kitchen Equipment in accordance with relevant safety guidelines.
- To comply with requirements of the Food Handlers Training at all times.
- To maintain the cleanliness of your workstation as directed by the Catering Manager.
- To comply with the kitchen cleaning schedule as directed by the Catering Manager.

7. ATTENDANCE AND TIME-KEEPING

- To come to work regularly and to notify the management if for any reason you are unable to attend at the earliest opportunity.
- To arrive punctually for every shift.