

BEDFORD COLLEGE SERVICES Ltd

Job Description

Job Title General Assistant

Reports to: Chef Manager

Overall Responsibilities:

- To provide support and assistance to customers and other staff members.
- To assist in the maintenance of the kitchen and Restaurant facilities and ensure serviceability and security of tools and equipment, and ensure Health and Safety requirements are met.
- To present a professional image to all customers and presentation and serving of food to an agreed standard.

Main Duties:

- To carryout simple preparation of foods, including vegetables, salads, sandwiches, sauces, pre mixes, frozen and dehydrated products and assist the Chef or Kitchen Supervisor in cooking foods by frying, boiling, steaming, using all large and small kitchen equipment provided.
- To assist with the setting up of the service counter, serve food and cleaning of the counter afterwards.
- To be able to use coffee machine & High-speed ovens
- To assist in the serving of meals to clients, staff and others in a courteous and professional manner.
- To assist in the preparation and serving of beverages to staff, clients and others.
- To provide assistance with special function catering and any other catering services undertaken by the kitchen.
- To wash crockery, cutlery, cooking and serving utensils and kitchen equipment, clean floors, walls, and surfaces and dining area.
- To perform in depth cleaning tasks on cleaning days.
- To assist in stock taking and storage of stock, including checking deliveries.
- To keep dirty trays in self clear trolleys to a minimum.
- To keep canteen/restaurant seating area clean and tidy.

- To carry out any other duties or projects assigned by your manager

Customer Service:

- To promote our excellent reputation and carry out our business appropriately and professionally at all times
- To consistently create and promote a welcoming and supportive environment for customers and all visitors
- To maintain the highest level of customer contact, keeping complaints to a minimum and ensuring these are dealt with professionally and promptly and to always inform Management.

Sales Development:

- To develop additional sales through participation of theme days and other promotions.
- To promote secondary sales through customer contact.
- To report any possible sales opportunities to your Manager.

Health & Safety:

- To store and replace clean utensils and crockery.
- To maintain and clean the food and equipment store, as directed.
- To sweep and clean the floors, using correct chemicals and slippery floor notices.
- To store cleaning equipment.
- To dispose of rubbish as directed.
- To ensure dining area is clean and tidy using the correct cleaning product.
- To comply with cleaning rota as directed.
- To comply with all requirements regarding Health & Safety such as Company COSHH and HACCP regulations.
- To clean the kitchen area (floors, cookers etc.).
- To assist in ensuring a high level of health and safety, cleanliness and food hygiene and to ensure that safe working practices are followed. To report any problems to your Manager

Finance:

- To ensure that all financial transactions are in accordance with the financial regulations and entries are properly recorded as directed by your manager
- To ensure all cash handling documentation and procedures are maintained and communicated in line with BCS Ltd procedures.
- To be responsible for stock control and reconcile cash floats with your personal control as directed by your manager.
- To report suspicious occurrences to management immediately.

Personal:

- To be punctual in attendance.
- To attend Training and Development courses as required.
- To maintain high personal hygiene standards and comply with company dress standards.
- To report any unauthorised absences to the Manager in person as per company guidelines.
- To assist in the smooth running of the department at all times, especially during times of sickness, holiday etc.

Statutory duties:

- **Safeguarding**
To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.
- **Equality and Diversity:**
To be responsible for promoting equality and diversity in line with College procedures.
- **Health and Safety:**
To be responsible for following health and safety requirements in line with College policy and procedures.
- **Training and development:**
To participate proactively in training and development including qualification development required in the job role.

BEDFORD COLLEGE SERVICES

PERSON SPECIFICATION

Job title: General Assistant

	Essential	Desirable
Qualifications/ Training	<ul style="list-style-type: none"> • Knowledge of collecting monies through a cash register & PDQ machine • Level 2 Food Hygiene Certificate or equivalent • Experience in customer care • IT skills Word, Excel and Outlook • Allergen training 	<ul style="list-style-type: none"> • First Aid at work certificate •
Knowledge/ Experience	<ul style="list-style-type: none"> • Knowledge of Health & Safety procedures in catering environment • Knowledge of food preparation and cooking skills • Ability to work in a fast pace environment. • Ability to multitask • Knowledge of using a catering front of house system (tills) 	<ul style="list-style-type: none"> • Demonstrate an interest in developing cooking skills
Skills/ Abilities	<ul style="list-style-type: none"> • Able to understand and follow instructions • Ability to work effectively as a member of a team • Demonstrate knowledge of high standards of kitchen cleanliness • Experience in food preparation 	
Special Requirements	<ul style="list-style-type: none"> • Flexibility approach to work and working times. • Access to own transport, with the ability to travel to events and various sites. 	

	<ul style="list-style-type: none">• The willingness to continually update skills and knowledge.• Drive, initiative and enthusiasm.• Able to adjust working hours to meet service demands• Able to perform lifting tasks on a frequent basis, e.g. lifting catering provisions	
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