

JOB DESCRIPTION



Post Title: Catering Customer Services Assistant

Responsible to: Deputy Head of Catering

Purpose of the Role

To perform a variety of tasks associated with food production, front of house services and general support required with due regards to all health and safety and food safety regulations. To perform general duties which support the efficient running of the service.

Duties/Tasks

- To be polite, professional and friendly at all time with customers and colleagues.
- To ensure the highest level of customer care is adhered to at all times.
- To demonstrate a can – do attitude towards individual customer request and strive to exceed customer expectations.
- To accept payment and give change to customers, including operating a till.
- To acquire a good knowledge of all products in order to be able to advise individual customers on their product choice, including any allergens.
- To actively gain customer feedback, passing information gained onto your supervisor or manager.
- To always look out for opportunities to develop our service.
- To prepare, produce and serve food to the correct standard.
- 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 meetings.
- To promote and maintain a positive catering services image.

Operational excellence

- To make sure you are aware of and meet the legal and college requirements for fire, safety and hygiene.
- To report health and safety issues to your supervisor or manager, including all accidents and near misses.
- To promote good safety habits and methods of work.
- To serve customers with hot and cold food beverages on a counter during service times.
- To ensure all displays, counters and seating areas comply with company and statutory health and hygiene requirements.
- To assist in the preparation of hospitality as required.
- To clean all work areas during and after use. And remove all waste to appropriate area.
- To observe and comply with all college procedures relating to cash handling and security, reporting any issues to the catering manager.
- 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.

Health and Safety

- Complete all online training as set out on the college portal.
- Take responsible care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
- Co-operate with the line manager on HSE matters.
- Correctly using work equipment, personal protective equipment in accordance with training and instructions provided.
- Not interfere with or miss-use anything provided for HSE purposes.
- Report HSE hazards, accidents, incidents, illness and disease to your line manager.

Qualifications

- GCSE Maths and English grade C qualifications or recognised equivalent or to attain within the probationary period.

Knowledge

- Knowledge of catering and working in a kitchen.
- Knowledge of health and safety and food hygiene.

Competencies

- Prioritise their own work and working to deadlines.
- To work as an effective team member.
- To understand and meet customer expectations.
- Demonstrative initiative.
- Effective communication skills.

May 2021

This job description is current at the above date. In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.

You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

You may be required to work at or from any building, location or premises of Wigan and Leigh College, and any other establishment where Wigan and Leigh College conducts its business.