

## JOB DESCRIPTION

|                   |                    |                   |        |
|-------------------|--------------------|-------------------|--------|
| <b>JOB TITLE:</b> | Catering Assistant | <b>REFERENCE:</b> | CA0619 |
|-------------------|--------------------|-------------------|--------|

### **OVERALL PURPOSE OF THE ROLE:**

To provide our customers with excellent, friendly customer service in our Bars, Cinema Counter and Intro Café serving food and beverages.

### **MAIN TASKS**

**The role holder is required to:**

- Provide high standards of customer service exceeding our customers' expectations at all times.
- Present a happy, helpful, polite and courteous manner at all times towards your customers and colleagues.
- Provide customers with the food, drink and confectionery they request from our range, assisting in food preparation when required.
- Accurately take orders providing table service if required, record sales and handle payments (cash, cheques and credit cards), utilizing the company's till system.
- Be aware of the products and services provided by The Brewery as a whole in order to promote all areas to our customers and maximise sales opportunities.
- Ensure that all areas are clean and welcoming environments.
- Ensure that all equipment is maintained in a clean and operational condition and that it is secure, reporting any defects, malfunctions or concerns immediately.
- Assist with stock rotation and management in all areas and ensure low wastage and that all stock movements and wastage are recorded throughout the duration of your shift.
- Adhere to the opening up/closing down and mid shift procedures in each working area and report any problems to a senior member of the team.
- Report and where possible take action about customer or client complaints or compliments.
- Report all accidents, breakages, losses, unsafe working conditions or other irregularities.
- Report any concerns about customer behaviour to a senior member of the team.
- Ensure that legal and company requirements are adhered to in respect of Hygiene and Environmental Health, Health & Safety, Employment Law and Licencing laws.

Everything we do should have the overall aim of ensuring the Brewery's Vision, Mission and Values are achieved.

This list is not exhaustive. The organisation is changing all the time and your duties may be amended. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

# PERSON SPECIFICATION

|                   |                    |
|-------------------|--------------------|
| <b>JOB TITLE:</b> | Catering Assistant |
|-------------------|--------------------|

| <b>QUALIFICATIONS &amp; WORK EXPERIENCE</b>   |             |
|---|-------------|
| • Experience of working in a customer focused environment with responsibility for delivering excellent customer service   | • Desirable |
| • Working knowledge of Health and Safety, food hygiene and licensing laws   | • Desirable |
| <b>SKILLS</b>   |             |
| • Excellent communication skills (verbal and written)   | • Essential |
| • Excellent organisational skills   | • Essential |
| • Strong numeracy skills and high levels of accuracy  | • Essential |
| <b>PERSONAL QUALITIES</b>   |             |
| • Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally                       | • Essential |
| • Commitment to personal and professional development with a willingness to learn new skills.   | • Essential |
| • Ability to work well on own initiative and co-operatively as part of a team   | • Essential |
| • Ability to be flexible and respond to changing situations   | • Essential |
| • Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by 'stepping up' when busy and being self-motivated during quieter times. | • Essential |
| • Excellent time keeping skills, conscientious and punctual   | • Essential |
| • A keen eye for detail   | • Essential |
| • Smart personal appearance   | • Essential |
| • An interest in the arts and/or film/hospitality.  | • Desirable |
| <b>OTHER REQUIREMENTS</b>   |             |
| • The role is physically demanding with a need to be able to move around the catering areas, carry trays, fill dishwashers etc.                                   | • Essential |
| • Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.   | • Essential |

## TERMS & CONDITIONS

|                                |   |
|--------------------------------|---|
| <b>JOB TITLE:</b>              | Catering Assistant  |
| <b>Contract:</b>               | Casual  |
| <b>Pay:</b>                    | £8.21 (age 25+), £7.70 (21+), £6.15 (18-20) per hour  |
| <b>Hours:</b>                  | Various hours dependant on availability and business needs. Catering offer is open 7 days per week, days and evenings.  |
| <b>Holiday Entitlement:</b>    | 5.6 weeks' holiday per annum<br>Entitlement is inclusive of fixed days (currently Christmas Day, New Year's Day and another date in January to be announced each year). Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement   |
| <b>Pension:</b>                | The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings, you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.  |
| <b>Discretionary Benefits:</b> | <ul style="list-style-type: none"> <li>• Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available).</li> <li>• Discount on food in our catering outlets for staff + one.</li> <li>• A parking permit is given to staff to be used while at work.</li> </ul>  |
| <b>Age Limitation:</b>         | Role holder must be 18 due to selling of alcohol  |
| <b>Reports to:</b>             | Duty Manager on shift/General Manager   |
| <b>Responsible for:</b>        | N/A   |
| <b>Notice Period:</b>          | 4 weeks   |
| <b>Union:</b>                  | The Broadcasting, Entertainment, Cinematograph & Theatre Union (BECTU) is recognised for collective bargaining purposes at the Brewery Arts Centre. All employees are recommended (whilst not required) to join the union to enjoy the many benefits including representation in collective bargaining on workplace issues such as pay, terms and conditions, health and safety and representation in any disciplinary or grievance procedures. |