

Service Assistant – Catering Assistant

Role Profile

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

Main Purpose of Role:

- 1) To provide a fantastic dining experience for all union customers in both food to go and a sit down experience.
- 2) Keep all venues in a clean and safe environment
- 3) To ensure that food is presented in an appetising way and that the surrounding are maintained in a clean and tidy condition

Responsible to: Head Chef Manager / Assistant Catering Manager

Grade: Support Staff – Level 1

Main Duties of the Role

To provide a fantastic dining experience for all union customers in both food to go and a sit down dining experience

- To be able to work flexibly within a catering environment to cover all different aspects including serving customers, basic food preparation, operating tills and cleaning all areas of the catering operation.
 - To provide the best customer service at all times by dealing with customers in a consistently efficient, courteous and professional manner.
 - To ensure that customers are always acknowledged and assisted in a friendly and helpful manner.
 - To resolve any customer queries and complaints promptly and professionally, referring to supervisory staff/management where necessary
 - To follow all standard of service laid out by catering management in your training.
 - Any food preparation and suitable packaging along with labelling for our production kitchen food offer.
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Keep all venues in a clean and safe environment

- Complete all due diligence cleaning jobs on the defined day
- Ensure all paperwork is correctly filled in
- Inform a Senior Member of Staff if anything is a Health and Safety Hazard
- Comply with the relevant safety and legislative requirements including: food hygiene standards, licensing regulations, and SUSU Health and Safety standards.
- Ensure all venues are left in a suitable manner at the end of the shift

To ensure that food is presented in an appetising way and that the surroundings are maintained in a clean and tidy condition

- To ensure that the food is presented in line with all relevant standards at all times.
- To ensure that all catering outlets are maintained in a clean and tidy condition at all times.
- To ensure that the kitchen area is cleaned according to food and hygiene and health and safety requirements
- To ensure that appropriate procedures are followed in handling cash within catering outlets.
- To ensure that stock is stored correctly and used in rotation and within the 'sell-by dates' as directed by supervisory staff/management
- To refill drink & food cabinets as required
- To ensure all food is correctly wrapped and labelled in accordance with current legislation.

The Union Staff Behaviours

We have defined how we expect all staff to behave at work to live our **values**:

- Be personally **responsible** and lead by example in our work
- Be **inclusive**, making sure there is something for everyone in all we do
- Be ambitious and **engaging** by pushing the boundaries in what we offer members
- Encourage **students to lead** and be **responsive** to both staff and member ideas
- Be **transparent**, open and honest with each other and our members
- Work together, encouraging and supporting each other to do the best we can

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant experience in Catering or customer services	X	
Reliable and willingness to be available	X	
Completed basic food hygiene training	X	
Excellent time management	X	
Awareness and appreciation of exceptional customer service	X	
Understanding of working safely	X	
Experience and willingness to work as part of a team	X	
Confident in using computers and IT equipment	X	
Experience of flexibility in delivering a service	X	
Ability to learn new skills	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety	X	