

## Student Staff Job Description

**Job Title:** Catering Assistant

**Responsible to:** Kitchen Manager / Venues Duty Managers

**Outline of Post:** Role includes working as part of the Catering team in the Venues food areas, contributing to a positive and productive atmosphere, following legal, Guild and brand standards with regards to environment, food storage, preparation and production.

**Hours:** Please note that Venues Catering Assistants are required to work up to 16 hours per week during term time. This role will involve working day, evening and weekend shifts.

### **Duties and Responsibilities:**

1. To serve customers showing high standards of customer care at all times, providing a helpful and friendly service, in order to maximise sales.
2. To always ensure that stock rooms are secure on leaving them.
3. To observe and work within food regulations and all Guild employment policies.
4. To observe Guild Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a Senior Assistant or Duty Manager.
5. To maintain the cleanliness of the venue during opening hours and at close. This will include cleaning the catering areas; removing bins; washing up; adhere to Guild recycling policy.
6. To attend work looking clean, smart and wearing the uniform provided.
7. To maintain a flexible approach to working duties.
8. To attend and complete compulsory training as required

9. To carry out other duties which naturally fall within the reasonable expectations of the post.
10. You may be required to work within other Guild area's including: Bars, appropriate training will be given to you.

## Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills – with customers, managers & team
- Able to work in a team, but also on own initiative.
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.
- Able to stay calm and friendly under pressure in a busy environment.
- Keen to contribute to the development of Guild Venues.