



JOB DESCRIPTION

JOB TITLE: Catering Assistant
DEPARTMENT: Facilities Management
REPORTS TO: Academy Catering Manager
LOCATION: Etihad Campus
DATE: August 2017

Job purpose

To maintain a clean and presentable food service area at all times ensuring the product on offer is presented and to the quality of the agreed standard.

To provide a professional, friendly and efficient service to the customers at all times.

To ensure all health and safety standards are maintained and all company policies are adhered too, particularly in respect of food safety.

Key responsibilities

- To prepare the MCFC refectory for opening, breakfast, lunch and dinner (where provided) on a daily basis to the required standard
 - To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible.
 - To assist where required in the serving of food and drinks ensuring correct portion control.
 - To provide a first class service for of our exciting internal and external events.
 - Process cash payments through the till.
 - End of day cashing up.
 - Ordering stock when required
 - Covering shifts for event days.
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Key relationships

- Facilities Management Team
 - Internal – Employees, Maintenance Manager, Health and Safety Manager
 - External – Contractors, Key Stakeholders, Partners, Clients, Customers
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Scope of job

To assist in the delivery of catering services

- Compliance with Health & Safety policies
 - Compliance with Club policies
 - Compliance with the Club's health and safety procedures
 - To undertake such other duties as may be reasonably expected
 - To maintain professional conduct at all times
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Person Specification

Job Title: Catering Assistant

Department/Location: Facilities Management/Etihad Campus

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc
<u>Essential</u> Excellent communication skills. Excellent customer care skills. Ability to work under own initiative or as part of a team. Ability to react quickly to requests and changes. Planning and organisation skills. <u>Desirable</u> A good understand of best practise when handling or storing food.
Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc
<u>Essential</u> A good understanding of Microsoft word. Experience in assisting with staff rota planning. Experience in assisting with food handling, health and hygiene. <u>Desirable</u> A good understanding of Microsoft Excel. Experience in assisting with stock control management. Experience in dealing with suppliers when ordering food, beverages, disposables and consumables.
General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc
<u>Essential</u> Flexibility. Good time keeping. Hard working.
Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.
<u>Essential</u> Proven experience in a catering or hospitality environment.
Qualifications: the level of educational, professional and/or occupational training required
<u>Desirable</u> HACCP & Food Safety Level 2 Health & Safety in the workplace - Level 1 & Level 2 Personal Licence – BIIAB Level 2 First Aid Training Fire Marshall Training