

JOB DESCRIPTION

Position:**CATERING ASSISTANT**

Minimum age 16 years

Department:**CATERING****Responsible To:****Catering Manager or in their absence the Assistant Catering Managers****Position Type:****SEASONAL****Ref:****CAT_AST1017**

What We're Looking For

As a member of the Catering department you will join a dedicated team who serve our guests from a variety of catering units ranging from fast food outlets and coffee shops to indoor dining serving a variety of hot and cold foods and beverages. The role of Catering Assistant is varied and you could be working in any of the catering locations delivering the very best service by welcoming, assisting and ensuring that guests receive a first class service.

What You'll Need

- ✓ Communication skills are critical, you must be able to listen, understand and ask questions to clarify in order to be able to even start to deliver a good service.
- ✓ Sound numeracy and literacy skills essential.
- ✓ Previous experience of working in a similar environment together with a level 1 or 2 food hygiene certificate are desirable.
- ✓ The post holder must be prepared to study and obtain level 1 and 2 food hygiene qualification if not already held as organised by the company.
- ✓ You must be able to work in a team or on occasions independently assisting with any tasks in order to achieve efficiency and ultimately guest satisfaction.

What You'll be Doing

- ✓ Delivering excellent customer service
- ✓ Adhering to Health, Safety and Hygiene policies and procedures
- ✓ Serving food, drinks, ice creams etc.
- ✓ Ensuring your location is fully stocked and there is a variety of goods on offer
- ✓ Preparing food for outlets and other functions
- ✓ Cooking a wide variety of fast foods
- ✓ To be flexible to assist in duties throughout the department.
- ✓ Prepare assigned area at the start of the day and close it down when instructed by management team
- ✓ Using EPOS systems
- ✓ Cash handling
- ✓ General cleaning
- ✓ Keeping work area clean , use of dishwasher
- ✓ Ensuring seating areas are kept clean, tables cleared and ready for guests
- ✓ Assist guests with any queries they may have regarding either catering or general Park information

When You'll Be Doing It

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will be rostered in advance and vary dependent on the time of year. Flexibility is required in order to meet peak and off peak demands of the business.

What You'll Get

- ✓ Branded Uniform (varies by job role/ department). In addition any items you are expected to supply should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrollment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.