



## **Food Service Assistant - Job Description**

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| <b>Job Title:</b>          | Food Service Assistant  |
| <b>Reporting to:</b>       | Deputy Manager/Supervisor   |
| <b>Overall Objectives:</b> | To provide a friendly catering service, performing a variety of manual tasks associated with food production and service in the location. |

### **Specific Responsibilities:**

- To assist in the preparation of food and snacks.
- To keep the kitchen and restaurant areas in a clean and tidy state at all times.
- To provide a friendly, efficient and hygienic service to all customers.

### **Client Service:**

- To ensure that customers are given a prompt and efficient service and expectations are consistently exceeded.
- To be customer focused at all times, by being visible during service periods, approachable and quick to exceed expectations in fulfilling customer needs.
- To project a willing and helpful attitude to customers; to seek the appropriate knowledge of food items sold through out catering areas and to keep areas and service counters clean and fully stocked.

### **People**

- To treat your team members at location as you would expect to be treated.
- To co-operate with all team members and undertake duties in the kitchen / service areas as requested to ensure an efficient and effective service is delivered at all times.

### **Health & Safety, Food Safety, the Environment**

- To attend food safety, health and safety and environmental training courses as required.
- To rigorously follow the unit cleaning schedules.

### **Additional Responsibilities**

- To attend all location meetings as required.
- To show commitment to company values in all aspects of your role.
- To act as a positive ambassador for the business.
- To attend to any reasonable request made by the client or Holroyd Howe Management.

- To ensure compliance with the company's policy on safer recruitment and safeguarding children and young adults at all times whilst at work.

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I have received and read my Job Description and understand that it acts as a guide only to my duties and responsibilities and is not exhaustive; I agree to undertake any other duties deemed reasonable by the management.

**EMPLOYEE NAME (please print)**

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**EMPLOYEE SIGNATURE**

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**ISSUED BY**

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**DATE**

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Issue a copy of the Job Description to the employee and file a signed copy in the employee's Personnel and Training File.

# holroyd howe

feeding independent minds

## Food Service Assistant - Person Specification

| Criteria                    | Essential  | Desirable  |
|-----------------------------|--|--|
| <b>Attainments</b>          | <ul style="list-style-type: none"> <li>Steady employment record to date</li> <li>Customer service experience</li> </ul>  | <ul style="list-style-type: none"> <li>Food hygiene certificate</li> <li>Ability to display passion for food and service</li> </ul>                  |
| <b>General Intelligence</b> | <ul style="list-style-type: none"> <li>Ability to communicate in basic written and spoken English</li> <li>Good organisational skills</li> <li>Numerate, counting cash may be required</li> </ul>  | <ul style="list-style-type: none"> <li>Ability to work on own initiative</li> <li>Ability to plan ahead</li> </ul>                                   |
| <b>Special Aptitudes</b>    | <ul style="list-style-type: none"> <li>Manual dexterity for quick, skilful handwork</li> <li>Ability to remember prices, simple mental arithmetic</li> </ul>   | <ul style="list-style-type: none"> <li>Cash till experience</li> </ul>   |
| <b>Disposition</b>          | <ul style="list-style-type: none"> <li>Smart , clean appearance</li> <li>Friendly, pleasant personality</li> <li>Reliable</li> <li>Respectful and able to gain respect</li> <li>Must be suitable to work with/around children</li> </ul> | <ul style="list-style-type: none"> <li>Keen to continue self development within current role and ambition for further promotion or growth</li> </ul> |