



Job Description

Job title: Catering Assistants

Department: Catering

Managed by: Catering Supervisors/Deputy F&B Manager

Reports to: Catering Supervisors

Principal purpose of role

1. Excellent service is your primary responsibility at Wentworth Woodhouse Preservation Trust. You need to be: Friendly and welcoming with a smile. Make eye contact. Be efficient and prompt with a "can do" attitude by being proactive and thinking ahead. Clean as you go.
2. To be knowledgeable about the food on the menus, and aware of changes when they happen. To be able to answer customer's questions regarding allergen and dietary information and to know what you are serving. Always checking the food before serving it.
3. Be always polite and helpful. Communicate effectively with the customer, the kitchen, and other staff.
4. Make great tasting coffee for which training will be provided. Barista experience would be beneficial, as this is part of the job role. Training will be provided.
5. To follow all Standard of Practice (SOPs) for each location as instructed by the senior team
6. To help with customer's needs where at all possible and to assist in an atmosphere that will be relaxed, lively and friendly
7. Attend departmental training as requested by the senior team and required by best practice and industry standards

Areas of responsibility/tasks

Relationships

- At all times to maintain good working relationships with all members of the WWPT staff, volunteers, visitors and other members of the public.

Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance. Uniforms is provided to be returned at the end of your contract.
- You are also expected to attend all training sessions and have read all necessary policy documents, regarding Health & Safety, Fire & Hygiene. A knowledge of WWPT, the Grounds, and the Events is expected, and all company policies as laid out in the Manual regarding Service Standards, Equipment Knowledge, Cleanliness of each area and company procedures.

Environmental Awareness

- All staff are expected to observe the policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.
- Have a basic knowledge about WWPT's different areas of interest e.g. To have an understanding of its history.
- You are expected to treat all equipment with due care and report all breakages or breakdowns to the Manager/Supervisor.

Finance

- Your responsibilities here are to be honest, to look after stock and to help Catering and Hospitality drive profit for the Trust. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.
- To ensure every bill you give is double-checked.

Customer service

- Provide high levels of customer care, so that the reputation of WWPT is enhanced and sales targets achieved.
- Ensure that all visitors are greeted warmly and promptly.
- Provide a great service to all our external and internal customers.
- Be smart, polite and helpful at all times.
- Be aware of all the activities offered at the attraction and be able to answer broader questions (or know who to ask). To respond swiftly and appropriately to any customer comments or queries.

Fire, Security, Health & Safety and Compliance

- Be aware of food safety procedures for the department, taking a proactive approach to food hygiene through training, management and review.
- Ensure the safe use of machinery and equipment to minimise any risk of injury.
- Be aware of visitor safety, H&S, fire evacuation and emergency procedures.
- Be aware of the implementation of emergency and first aid procedures.
- Be vigilant for hazards and report them to your line Supervisor/Manager

Vision and values

- Understand, demonstrate, reinforce and promote the behaviours that underpin the vision and values.
- Be aware of the role of you and your team in achieving our vision and values.

Other

- To always look for, develop and implement improvements
- Be an advocate for WWPT.

The Catering Assistants may be required to undertake other reasonable duties which are compatible with the overall scope of this appointment and, in addition, all employees are expected to work within the terms of their contract of employment and adhere to WWPT policies and the Values and Behaviours

Knowledge, Experience & General Attributes

- Excellent customer service and confident people skills
- Ability to holistically increase sales by engaging with customers
- High visual standards and attention to detail
- Demonstrate a willingness to learn new skills
- Shown to be flexible when required
- Good levels of numeracy
- Good communication skills

- Capable of multi-tasking and prioritising
- Interest in developing product knowledge
- Understand how working as part of a team is the most effective way of succeeding and developing within this role