

Casual Catering Events Staff



THE MILL
ST CATHERINE'S PARK



JOB DESCRIPTION

Job Title:	Casual Catering Events Staff
Department:	Catering
Location:	The Mill Outside / Mill Café
Responsible For:	Customer Services Supervisor & Manager (Hospitality)
Salary:	National Minimum Wage

Job Summary

We are searching for engaging, courteous catering staff to join the team to help with our expanding events business at the Mill Outside & at the Café.

You will be passionate about food, beverage and customer service. Our Outside Catering Service can cater for all types of events including Weddings, Anniversaries, Corporate events, Parties, Christmas, and Baby Showers etc.

Delivering a 5 star level of customer service to visitors to The Mill café and the Mill Outside customers. Working as part of a busy team of front of house staff.

To succeed you should be committed to providing customers with excellent service. You should be positive, friendly, knowledgeable, and polite.

A social enterprise, with profits to St Catherine's Hospice.

Main Duties and Responsibilities

Duties include:

- Provide excellent customer service.
- Set up and clear up area of work & café. Preparing food and refreshments orders in a professional and timely manner. Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Set up and clear up of the café, function rooms & outside events areas in preparation for café service, functions, events or meetings.
- Taking food and refreshments orders in a professional and timely manner. Work behind a busy bar at events. Taking payment from customers whilst operating the till equipment.
- Participate in daily, weekly, monthly cleaning routines and keeping proper record of tasks completed, as directed by the shift supervisor. Adhering to all food safety

Main Duties and Responsibilities

regulations and quality controls.

- Assist with safe storage of all catering items, ensuring that newly delivered supplies are checked, stored and rotated according to procedure.
- Maintain equipment and the environment in a clean and safe condition and report any maintenance requirements to the shift supervisor, ensuring that records are kept and updated.
- Provide support for volunteers working within the department to enable them to complete assigned tasks and maintain their safety.
- Make recommendations for cost savings and efficiency improvements
- Adhere to Health & Safety and Food Safety Regulations, Hospice and relevant external, policies, procedures, standards and codes of practice, and best practice in food handling.

VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.



PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

Qualifications

- Customer Service NVQ
- Level 2 Food Hygiene Certificate
- Basic Food Hygiene Certificate

Relevant Experience

- Experience of cash handling.
 - Customer care/service experience
- Experience in a similar catering and hospitality role within a 4 or 5 star commercial catering operation
 - Relevant experience of operating a till
 - Good working knowledge of the hospitality industry
 - Experience of working on events & bar operations

Key Skills & Abilities

- Presentable and well groomed
- Good communicator with all sectors of society with the ability to listen and be sensitive to the needs of the customer
- High customer service standards
- Works well under pressure and own initiative to work independently or as part of a team
- Actively seeks to develop self. Training and willingness to continue learning.
- Concentrates attention and activity on customer.
- Highly motivated.
- Flexible with regard to working hours - able to work extended hours at peak times, within reason.
- Display Hospice values & behaviors at all times & actively promote them in others.