

Job Description – Catering Assistant

- Our Company:** The Garden & Leisure Group is one of the UK's most successful garden and leisure retailers, comprising of seven garden centres assisted by a head office support team. We pride ourselves on a vision and determination to offer our customers an enjoyable day-out and a totally different garden and leisure shopping experience
- Department:** Catering
- Reports to:** Department Supervisor
- Hours of Work & Contract:** Full and part time contracts up to 40 hours per week over seven days, to include weekends and late nights and Bank Holiday working.
- Job Summary:** To provide a professional, friendly and efficient service to the centre's customers. Providing advice and assistance, maintaining product and undertaking cleaning duties whilst ensuring compliance to company policies, 'best practice', and current legislation.
- Essential Skills, Experience and/or Qualifications:**
- Good oral communication skills. Ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other internal departments
 - Good interpersonal and customer facing skills, able to empathise, maintain professionalism, display patience and politeness within a sometimes pressurised environment
 - A conscientious, flexible and 'can do' working style
 - Confidence to deal with difficult situations and to know when appropriate to seek guidance from line manager
 - Proven drive and enthusiasm food sales with a desire to update product knowledge and skill set where required
 - Good attention to detail and ability to recognise the benefits of effective merchandising
 - Good working knowledge of product/department area
 - Good team working skills and ability to work with minimal supervision
 - A good level of physical fitness and ability to undertake manual work
 - Confidentiality and discretion and an awareness of the Data Protection Act
- Desirable Skills, Experience and/or Qualifications:**
- Attainment of a GCSE English and Mathematics qualification to a minimum level grade C (or equivalent)
 - Previous experience of working in a catering environment
 - Working knowledge of till systems
 - Working knowledge of relevant Health & Safety legislation
- Main Duties & Responsibilities:**
- To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible
 - To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working
 - Deliver customer service in line with 'best practice'. Ensure compliance to relevant policies.
 - Provide point of contact for customer enquiries, dealing with these through to a successful outcome
 - Provide assistance to customers should an incident occur, seeking guidance in line with company policies
 - Take responsibility for own product area, ensure this and product is maintained in line with company 'best practice' and current Health & Safety legislation. Merchandise product efficiently and effectively in order to maximise sales
 - Undertake and achieve company funded industry recognised Food Hygiene qualification if not currently held

Other Duties & Responsibilities:

- There may be a requirement for occasional travel to different UK locations. This travel may include overnight stay
- To maintain a good level of personal presentation
- To comply with the Data Protection Act at all times
- To actively follow company policies including our 'Equal Opportunities' Policy
- To attend staff meetings and training as required
- To observe the company's Fire and Health & Safety Policies
- To maintain housekeeping standards
- Carry out any other duties within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the Managing Director / Store Manager / General Manager / Line Manager
- To maintain accurate administrative and IT records as directed

Salary Banding:

Dependent of experience and qualifications:
£11752 - £14040 per annum pro-rata
Job Reference No. CA1

Benefits (minimum qualifying service is required for some benefits):

- 5.6 weeks holiday per annum including Bank Holidays. Holiday and time in lieu to be taken in consideration of other employee holidays and the company's major sales periods
- Flexible benefits package
- Company Sick Pay
- Stakeholder Pension Scheme (including company contribution and Death in Service cover)
- Healthcare Scheme
- Staff Discount
- Subsidised staff restaurant
- Free Parking

Other Information:

This job description reflects the present requirements of the post. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the postholder

Postholder:

Signed..... Date.....

Name.....

Manager:

Signed..... Date.....

Name.....