

ROLE PROFILE

TITLE:	Cook/Kitchen Assistant
DEPARTMENT:	Catering
REPORTING TO:	Bar & Catering Manager
LIASION WITH:	Park Management, Park based staff, holiday home owners, holidaymakers & members of the public.

GENERAL SUMMARY:

To provide a professional catering service to customers, maintaining high levels of cleanliness, presentation and customer service.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Working relationships / Communication

- ✧ Interacts & communicates effectively with all team members, customers & management team.
- ✧ Works in conjunction with the Bar Manager to ensure to the effective operation of the Bar & Catering facilities.

2. Key responsibilities

Operational / Profit

- ✧ To prepare and assist with a full compliment/range of meals/snacks for customers in line with the General Manager & customer requirements.
- ✧ To maintain high levels of cleanliness in the kitchen area in line with Food Hygiene regulations.
- ✧ Complete daily and weekly cleaning tasks according to the cleaning rota.
- ✧ To maintain the highest standards of hygiene and cleanliness and take a pride in your work, in line with Health & Safety regulations.
- ✧ Ensure that all cutlery, plates and equipment is fully cleaned and presentable for use.
- ✧ Cleaning and Maintenance: ensuring that the kitchen, is kept clean at all times; ensure that the kitchen is cleaned thoroughly at the end of each shift; grills and surfaces on a daily basis
- ✧ Cook to ensure minimum wastage levels, record all wastage or loss to the General Manager and in the wastage book.
- ✧ Ensuring that appliances are switched on as required at the start and end of each shift.
- ✧ Meeting suppliers & helping them unload deliveries of ingredients.
- ✧ Keeping the storerooms well-organised.
- ✧ Keeping equipment, fridges, ovens, grills, work surfaces and floors clean and hygienic.
- ✧ Ensure that all utensils and equipment is efficiently stored away.
- ✧ Ensure that the floors of the kitchen area are deep cleaned once a week and cleaned on a daily basis.
- ✧ At the end of the shift clean the washing up area and units down and empty the rubbish bins.

- ✧ You will be responsible for the preparation of menu items for special boards.
- ✧ You will be responsible for the preparation of vegetables and salads.
- ✧ Report any breakages to the General Manager.
- ✧ Demonstrates an understanding of the importance of hygiene and high kitchen standards.
- ✧ Ensure Health & Safety standards are maintained and comply with all legislation & regulations.
- ✧ Any other duties which may, from time to time, be determined by Company management.

Customer Service / Quality

- ✧ Maintain the service provision in line with company standards & expectations
- ✧ Ensure that customers & guests receive an efficient, consistent & exceptional service.
- ✧ Maintain standards of personal appearance & hygiene in line with Company requirements.

PERSON SPECIFICATION:

FACTORS			CRITERIA	MEANS OF ASSESSMENT		
				App	Ref	Int
Education & Professional Qualification	Essential	A1	<ul style="list-style-type: none"> ○ Basic Food Hygiene Qualification 	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Desirable	A3	<ul style="list-style-type: none"> ○ Intermediate Food Hygiene Qualification 	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Experience/ Training	Essential	B1	<ul style="list-style-type: none"> ○ Previous experience in a catering environment 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B2	<ul style="list-style-type: none"> ○ Effectively working as part of a team 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B3	<ul style="list-style-type: none"> ○ Track record of consistently meeting deadlines & of working under pressure 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B4	<ul style="list-style-type: none"> ○ Demonstrates an understanding of the importance of hygiene and high kitchen standards 		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Specific aptitude and abilities	Essential	C1	o High level of accuracy and attention to detail.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		C2	o Ability to work in a team and manage workload effectively	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		C3	o Ability to communicate effectively & clearly with customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		C4	o Sound organisational skills with the ability to identify and juggle priorities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Desirable					
Interpersonal Skills	Essential	D1	o Excellent communication skills.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Desirable					
Special Factors	Essential	E1	o Positive, enthusiastic and flexible approach to work.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
		E2	o Good timekeeping and attendance record.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

This position description intends to describe the principal purpose & main elements of the job. It is a guide to the nature & main duties of the job & is not intended as a wholly comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

HOLIDAYS:

You are entitled to 5.6 weeks (pro-rata) holiday pay per year including Christmas Day, Boxing Day and New Years Day

NORMAL HOURS:

There will be no guaranteed hours, you will work those hours according to a rota prepared by the Park Management on a weekly basis.

Risk Management/Health & Safety at Work

Southlakeland Parks is committed to protect its staff, customers and assets and reputation through an effective risk management process. The post holder will be required to comply with Southlakeland Parks Ltd Health and Safety Policy and

actively participate in this process and have responsibility for managing risks and reporting exceptions.

Confidentiality

You are required to observe and sign the Company's policy of Confidentiality and Data Protection of Southlakeland Parks Ltd employee and customer information.

You must also observe your legal responsibilities in handling stored personal data and operation the Company's IT security policies.

Data Protection

Under the Data Protection Act 1998, Southlakeland Parks Ltd advise you that it will be keeping personal information on you for administrative and managerial purposes. To obtain a full list of information retained, you can contact the Human Resources Department, Southlakeland Parks, Tel: 015393 69836

Southlakeland Parks Ltd will only disclose personal details on you to relevant departments within Company. You will be informed of any disclosure request of personal details made unless an exception is made. An example of an exemption is an Inland Revenue or DSS request

Note

This role profile is intended to identify key responsibilities only. Specific objectives will be agreed annually. It is a guide to the nature & main duties of the job & is not intended as a wholly comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

This role profile is current as at the date shown below. In consultation with the post holder it is liable to variation to reflect or anticipate changes in or to the role.

Revised by Anita Manfredi

Date: 3 February 2012