

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title: Catering Assistant	Post No:	Hoople Band: B
Service: Catering	Section: Building, Maintenance and Cleaning	Location: Plough Lane

Organisational information:

Responsible to: Team Leader, Hospitality Manager and General Manager

Key relationships/Functional links with:

Internal: Café team, customers and trainees

External:

Main Purpose of Job:

- Ensure each customer receives excellent service,
- Use excellent up-selling skills to increase sales.

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

- Setting up the café for each service period, as well as closing the café at the end of the working day
- Serving food and beverage to customers, with a smile and helpful manner
- Provide a professional service, whilst delivering high quality food and beverage
- Ensure awareness of all daily allergens
- Ensure the café servery and seating area is kept clean and debris free
- Help team to smash weekly sales targets
- Utilise 'upselling' skills when serving a customer
- Encourage guests to give online feedback on service, team & Café
- Complete all training within the time frames given
- Assist in the implementation of marketing strategies to café/catering services

Other information:

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: September 2025