



JOB DESCRIPTION

Community and Leisure Leisure Services	
POST: Bar & Catering Assistant	POST NO: 9732 SCALE: Band C
RESPONSIBLE TO: Senior Duty Officer – Customer Services	RESPONSIBLE FOR: None

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop and working practices change in order to meet the demands of the service, new legislation or policies of the Council. It is expected that the post holder will contribute to and assist in the development of such changes.

JOB PURPOSE

The role of the Bar and Catering Assistant is to assist in the day to day running of the Leisure Services café/bar facilities to customers of the service within the correct guidelines.

KEY ROLES

1. Welcome customers in a friendly, enthusiastic and approachable manner delivering excellent customer service at all times.
2. Prepare and serve food and beverages to order quickly and efficiently, meeting with standards.
3. Ensure the café/bar are clean and free of health and safety hazards always adhering to food hygiene regulations.
4. Work alongside the team liaising with the Senior Duty Officer – Customer Services or the Duty Officer regarding stock levels and place orders as required.
5. Other

KEY TASKS

- 1. Welcome customers in a friendly and enthusiastic and approachable manner delivering excellent customer service at all times**
 - a) Enthusiastically provide a high quality bar and catering service at the Leisure Facilities.
 - b) Manage a till float and bar and catering income during each shift, ensuring all transactions are completed and paid for
 - c) Actively prepare and cater for all party booking and events in a positive manner which ensures the customer has an enjoyable visit to the leisure facilities

2. Prepare and serve food and beverages to order quickly and efficiently, meeting with standards

- a) Prepare, cook and serve food beverages as required from the menus.
- b) Positively contribute ideas to improve the menu by considering customer comments and feedback
- c) Ensure that the presentation of food complies with food hygiene standards and allergy legislation.

3. Ensure the café/bar are clean and free of health and safety hazards always adhering to food hygiene regulations

- a) Ensure that all formalised cleaning schedules are adhered to
- b) Ensure that all health and safety and food hygiene legislation is adhered to at all times including the completion of HACCP paperwork
- c) Complete equipment checks keeping it regularly cleaned within guidelines
- d) Conscientiously ensure that opening and closing hours are strictly adhered to
- e) Ensure the bar, kitchen, front of house, stores and toilets are clean and tidy at all times and report any breakages, malfunctions or other concerns to the Duty Officer immediately.

4. Work alongside the team liaising with the Senior Duty Officer – Customer Services or Duty Officer regarding stock levels and place orders as required

- a) Assist with the unloading and storing of deliveries of food, beverages and other provisions used within the leisure facilities
- b) Contribute and assist in all aspects of stock control for the bar and catering area including the recording of wastage
- c) Actively contribute with innovative suggestions and ideas in all meetings for improvements to the service

5. Other

- a) Maintain and update appropriate qualifications, where applicable, and proactively seek to develop relevant skills set

Signed: _____

Date: _____