



job description

Job title: Catering Assistant

Reports to: Catering Team Leader/Head Chef/Chef

Job purpose:

As a member of the Catering Team you are responsible for ensuring the provision of a quality and safe service whilst meeting PGL catering standards and agreed procedures, contributing to a great dining experience for all guests and staff, providing great customer service in a friendly, fast paced environment.

Duties will vary dependant on the centre, the main aspects would include preparation and maintenance of dining room standards prior, during and after meal times, providing counter food service, washing up but also when necessary food preparation under the supervision from a qualified staff member.

Key responsibilities:

1. Deliver high levels of food service

- Setting up dining room in preparation for meal times
- Ensuring the cleanliness standards of the dining room, crockery/ cutlery and other equipment are maintained throughout service
- Adequate replenishment of condiments, crockery/cutlery and drinks before and throughout service
- Food service from the counter and ensuring that salad bar/bread/fruit display is stocked correctly
- Liaising with the chef on duty, within agreed timeframes to ensure food quantity levels are maintained throughout service
- Food preparation (as required) ensuring agreed standards of safety, quality and presentation are always adhered to
- Ensure clear away points are well managed throughout the service
- Be able to prepare and/or cook/regenerate, elements of PGL menu as follows:
 - Basic breakfast items
 - Basic hot and cold fillings for sandwiches/jacket potatoes
 - Salad bar items to meet PGL catering standards within the required timeframe
- Actively seek to develop cooking and delegation skills to support the team to provide safely the best food and service.
- Complete kitchen tasks and help colleagues as required.
- Adhere at all times to Food Safety, Health & Safety and PGL Catering Standards
- Be able to follow stock rotation procedures
- Demonstrate an understanding of allergens within PGL menus
- Demonstrate knowledge of portion control
- Seek to learn and improve skills (cooking, effective communication, Health and Safety, etc) to meet current requirements and company standards.
- Attend training courses as agreed with your Line Manager.



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2. Provide a high level of customer service

- Maintain a professional image by being polite, helpful and courteous at all times
- Respond to customer comments and complaints in a positive and proactive manner
- Maintain high standards of cleanliness and hygiene within catering department at all times.
- Deal competently with dietary requirements, as instructed by Line Manager.

3. Maintain standards of Cleanliness and Hygiene

- Carry out correct procedures with regard to food hygiene as laid down in the PGL Food Safety Manual
- Correct and safe operation of the dishwasher machinery
- Correct use and storage of chemicals
- Upkeep of high standards of cleanliness and hygiene within catering department
- Adherence to all health and safety regulations overall
- As part of PGL senior team to actively get involved to improve customers' experience on centre.

4. Assist with centre specific duties associated with a residential children's activity centre

- Assist in other departments as required (Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Residential staff may be required to cover an overnight on-call Emergency Assistant shift on a rota basis.
- Attend any training courses as agreed with your Line Manager.



person specification

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Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience	Customer Focus
Identifies and seeks to understand customer requirements	Customer Focus
Recognises the impact of own behaviour on others and adapts personal style accordingly	Team Working
Develops and maintains effective relationships with others	Team Working
Communicates appropriately and effectively with others	Communication
Chooses the appropriate level and method of communication considering for the audience	Communication
Accepts responsibility and accountability for own performance and areas of responsibility	Delivering Results
Manages own time and work load effectively to focus on best value activities	Managing Self
1. Reviews own performance and skills against the needs of the role. Actively seeks, and participates in, opportunities for development	Managing Self
Goes the “extra mile” when required	Commitment & Values
Complies with all relevant policies and procedures	Commitment & Values
Is punctual and present for work	Commitment & Values

Relevant skills/experience:

	Essential	Desirable
A proficient level of English	✓	
Previous catering/kitchen experience		✓

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.