

# AVENUE HOUSE ESTATE TRUST

FOR STEPHENS HOUSE & GARDENS

## Catering Assistant Job Description

Accountable to: Catering Manager

### JOB SUMMARY

As a member of the Catering Team, you contribute to the provision of a quality service to meet standards in line with agreed procedures and provide a warm welcome to visitors, so that the reputation of Stephens House & Gardens catering function is maintained and enhanced.

#### 1. Personal Hygiene & Appearance

Observe good personal hygiene at all times, as detailed within our Food Hygiene Policy, and be of well-groomed appearance at all times.

Familiarise yourself with the Food Safety Manual and follow the standards stipulated.

Wear minimal make-up and jewellery, non-slip, clean black shoes & clean clothing as per current dress-code.

Use the lockers and pegs provided for outer clothing and personal items.

Long hair to be tied back or worn up at all times.

Report any illness or symptoms of food poisoning or food-borne disease immediately to the Catering Supervisor to safeguard the health of others.

Ensure any cuts / broken skin are covered with blue, waterproof dressings.

Ensure thorough and frequent hand-washing as detailed in the Food Safety Manual.

General kitchen cleaning to follow cleaning schedule.

Washing up, manually and by machine.

#### 2. Café, Bar & Function Rooms

Ensure the Café and any Function Rooms in use are presented to high standards so that customers enjoy a comfortable and welcoming environment.

All areas are clean and tidy

All food products are attractively displayed

All products correctly priced

Point of sale correctly presented and positioned

#### 3. Customer Care

Provide high standards of customer care, so that our reputation is enhanced and sales targets achieved.

Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum

Participate in staff training

High quality table service.

**Patron: Henry Edmunds President: Michael Gerson**

Avenue House Estate Trust for Stephens House & Gardens, 17 East End Road, Finchley, London N3 3QE  
T: 020 8346 7812 F: 020 8371 0641 E: [trust@stephenshouseandgardens.com](mailto:trust@stephenshouseandgardens.com) [www.stephenshouseandgardens.com](http://www.stephenshouseandgardens.com)

Avenue House Estate Trust is a charitable company limited by guarantee  
Company registered in England & Wales, no. 4099007. Charity commission no. 1093908

#### 4. Security

Ensure all aspects of security, fire and emergency are carried out, so that established good practices are adhered to.

Security of stock

Security of cash

Trained in emergency evacuation of the building

Trained in safe use of fire extinguishers

#### 5. Financial Controls

Ensure that all accounting procedures, daily and weekly are handled in accordance with our policies and procedures and all audit requirements are adhered to.

Assist with stock taking if required

Follow cash handling procedures accurately and as instructed

Help the management team achieve sales targets

#### 6. Food Hygiene & Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by the Trust in accordance with its statutory obligations.

Ensure that all rubbish bins are emptied and all kitchen rubbish is disposed of or recycled correctly in the appropriate bins.

Report all accidents to the Manager.

Report any unsafe practices or broken machinery/equipment to the Manager, so that remedial action can be taken immediately

Use all equipment as trained observing all safe practices, so that accidents are avoided

Follow COSHH procedures

Participate in basic food hygiene training and health and safety training as required.

Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.

#### 7. General

Undertake any other duties as may reasonably be requested of a Catering Assistant.

Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to policies and practices as directed.

## KNOWLEDGE, SKILLS AND EXPERIENCE

### Knowledge

Desirable                      Basic Food Hygiene certificate

### Skills

Desirable                      Good written skills

Essential                      Good Verbal Skills  
Numerate  
A Team Player  
Self- Motivated

### Experience

Essential                      Previous catering experience  
Has worked as part of a team  
Has cash handling experience