

## CASUAL CATERING ASSISTANT

Line managed by the Catering People Operations Manager, the Casual Catering Assistant will provide a front line service for the Everyman, presenting an efficient and welcoming face to the company.

Responsibilities include working in Café Everyman, the Circle Bar, and assisting with functions in Matcham's, Director's Lounge and elsewhere.

- Providing high levels of customer service throughout the catering operation, ensuring customer comfort and satisfaction and maximising sales opportunities
- Assisting with the preparation of catering facilities at the start of a day/shift, and with closing at the end of a day/shift
- Operation of tills and cash handling
- Basic food preparation
- Providing waiter services in the restaurant for events when required
- Keeping the catering facilities clean and tidy in accordance with good practice and hygiene regulations
- Light manual handling of furniture when turning rooms around for various functions
- Maintaining stock levels
- Promptly reporting any customer complaint or problems
- Attendance at Staff meetings
- Conform to the arrangements and practices in line with the Everyman's Health and Safety Policy
- To undertake such other relevant duties as may be requested from time to time by the Catering Management teams and Duty Managers

Although hours are offered on a casual basis the Everyman believes it is important that staff work often enough to maintain their knowledge of the procedures, policies and health and safety responsibilities expected in this role. Should an employee not carry out any work for eight consecutive weeks the Everyman will assume that they are no longer available to carry out casual work if/when offered and will remove them from payroll.

The Everyman cannot guarantee work and hours will vary from week to week dependent on the programme.

### Personal Specification

#### Essential:

- Honest and trustworthy
- Numerical ability
- High standard of personal presentation and personal hygiene
- Good organisational skills
- Excellent customer care skills
- Excellent team player
- Good communication skills
- Self motivated
- An enthusiasm to learn additional skills required for the role
- It would be advantageous to have restaurant waiter/waitress skills

To apply please email [HR@everymantheatre.org.uk](mailto:HR@everymantheatre.org.uk) with a CV and a short covering email.