



WADDESDON

The Five Arrows Hotel

Job Description

Job Title Catering Assistant

Reporting To Assistant Restaurant Managers/Supervisors

This job description is designed to explain what responsibilities a Catering Assistant has in the FAH Restaurant.

The main objective of the Catering Assistant is to provide excellent customer service to all visitors that are using the FAH eatery services. We want to ensure all our customers are happy, feel welcome and receive an excellent customer experience.

Areas of responsibility:-

1. Personal

You are expected to be punctual, dressed appropriately and adhere to the standards of appearance.

You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of the Five Arrows Hotel and Waddesdon Manor and Grounds is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Disciplinary Procedures, etc.

2. Service and Responsibilities

Excellent service is your primary responsibility at Waddesdon. You need to be: friendly and welcoming. Smile. Make eye contact. Efficient and prompt. Look for work to do. Be proactive and think ahead. Never walk into the wash-up empty handed. Clean as you go.

Most of your time should be spent in the Restaurant – serving or at the bar – serving . Use the AUTOCALL to help, therefore, don't gather in the kitchens or bar, serve the customer, talk to them, engage with them.

You must be knowledgeable about the food and wine on the menu, and aware of changes when they happen. Check the whiteboards and blackboards for changes and specials. You must be able to answer a customer's questions. Know what you are serving. Always check your food before serving it. Do your preparation thoroughly in advance, eg. butter, mayo, mustard etc.

Be polite and helpful at all times. If a specific request is made, give a reassuring answer then excuse yourself and check with the chef quickly.

Communicate with the customer, the kitchen and other staff.

Part of good service is offering the customer food and drink. You can also help the restaurant financially in this way.

Follow the dishwash stacking system - it will help speed that area of service. Do not throw away spoons or pots. Take care.

3. **Finance**

Your responsibilities here are to be honest, to look after stock, and to help the Restaurant improve its figures. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.

Every bill you give must be double-checked.

4. **Equipment**

You are expected to treat all equipment with due care and report all breakages or breakdowns to the Assistant Restaurant Manager or Supervisor.

5. **Environmental Awareness**

All staff are expected to observe The National Trust's policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

6. **Relationships**

At all times to maintain good working relations with all members of the Waddesdon staff, visitors and other members of the public.

7. **Working hours**

There is a commitment for you to work specific hours/days throughout the week and additional hours/days as agreed with your line manager in order to meet the needs of the role. Additional hours may vary week to week and cannot be guaranteed but there will be an expectation for you work these hours providing sufficient notice is given to you by your manager.

8. **Location**

Your location of work will be the Five Arrows Hotel but the department may vary depending on business needs. We might also asked you to work in different

department across Waddesdon Manor and at reception of the FAH. Those include: check in, check out, answering an emails, answering a phone.

9. Holiday

Your holiday entitlement will be based on the hours you work and includes public holidays. Maximum of 187.5 hours holiday a year.

10. Rate of pay

£7.50 per hour