



Job Description

Job Title:	Restaurant Assistant
Full-time/Part-time:	Flexi (Casual) Worker Contract
Department/Section:	The Granary Restaurant
Reports to:	The Restaurant Manager
Overall duties and responsibilities:	To assist the Restaurant Manager in the smooth running of The Granary Restaurant, maintaining high levels of cleanliness at all times and treating all customers in a polite, helpful and caring manner.
Minimum education, qualification and experience requirements:	General experience in similar establishment is desirable. Enhanced criminal records check is required for this role (Trust will obtain) post holder must be 16+.

Main Duties and Responsibilities of Post:

(This list is intended to define the main duties and responsibilities, which are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time):

1. To ensure all customers are greeted in a pleasant and welcoming way.
2. To take orders quickly and efficiently ensuring customer's needs are met.
3. To ensure all tables are adequately set up and are cleared promptly throughout the day.
4. To ensure customer queries and complaints are handled politely and efficiently and referred, where necessary, to the Restaurant Manager/Restaurant Supervisor.
5. To ensure that the till point is fully equipped and maintained during the day.
6. To ensure Trust procedure is followed in accepting cash, debit and credit card payments.
7. To ensure all food/drink handling is carried out to Trust Health & Safety standards and meets the relevant legislation.
8. To explicitly follow directions given by the Restaurant Manager and/or Restaurant Supervisor regarding the storage and handling of foodstuffs and cleaning.
9. To maintain a neat, tidy and well groomed appearance at all times.
10. Where a uniform is supplied, to ensure it is clean, well fitting, maintained neatly and worn during working hours.
11. To attend training sessions as required.
12. To actively promote the work of the Trust.
13. To assist and support the adults with learning disabilities in learning and undertaking restaurant skills*.
14. You may be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

Physical Effort:

- Frequent periods of lifting and moving stock/equipment.
- Frequent periods of standing during a shift.

Mental Effort:

- Responding to the unpredictable workload of the service.

Emotional Effort:

- Maintaining a positive attitude when dealing with difficult situations and customer complaints.

* Note:

The Trust operates the South of England Rare Breeds Centre partly as occupation for adults with learning disabilities. The post-holder will therefore have daily contact with the Trust's own residents and also external placements who have chosen catering as training and occupation. The post holder will be expected to help support residents to undertake restaurant skills as part of their role.



Person Specification

Job Title:	Restaurant Assistant		
Reports To:	Restaurant Manager		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)		Previous experience in the hospitality or similar industry Customer service experience Cash handling and till operation experience	Application Form Interview References
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)		Level 2 Certificate in Hospitality and Catering Basic Food Hygiene	Application Form Interview Proof of award
Skills, Knowledge & Attitudes:	Ability to follow instructions and work on own initiative. Excellent verbal communication skills Good numeracy skills Ability to work well under pressure Ability to use information technology	Basic understanding of health and safety requirements Basic understanding of food hygiene & storage	Application Form Interview Relevant Certificates
Personal Qualities and Behaviours:	Polite and Courteous Enthusiastic and hard working Ability to work Flexibly		Interview References
Constraints: (factors which might prevent an individual carrying out the full duties of the job)	Able to be flexible in hours Able to perform manual handling duties Lives within reasonable travelling distance	Driving licence	Interview Appropriate documentation