

JOB DESCRIPTION

Post: General Assistant FOH / Kitchen

Department: Tate Eats, Cambridge

Reporting to: Manager and Supervisors

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



The Disability Confident Scheme

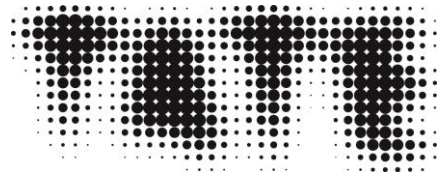
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service in a fast-paced, customer-facing catering environment by ensuring the allocated food and drink areas are run smoothly and efficiently and by helping to maintain a welcoming, clean and safe environment. Assist with the preparation and service of food as directed by the manager or supervisor. Ensure the kitchen is kept clean and tidy and hygiene regulations are adhered to.

Main Duties and responsibilities:

Front of House:

- Play an integral part of the customer's enjoyment of their Tate Eats experience by providing the highest level of customer service and care
- Be conversant with all food and drink specifications including pricing
- Ensure all drinks and food served meet the set Tate specifications
- Maximise sales through up-selling and suggestive selling
- Record and accurately process orders using the POS system
- Accept customer payments, process credit card charges and cash payments accurately in line with Tate standards



- Effectively communicate any information regarding service, staff and customers to the manager on duty

Kitchen:

- Ensure the washing up of service crockery, china, glassware and cutlery is regularly completed throughout your shift.
- Assist in the preparation of food, ensuring all the necessary work is completed prior to the start of service
- Control wastage by maintaining the correct stock levels and rotation of food.
- Report problems relating to the smooth operation of kitchen to the manager and supervisor
- Assist with the recording of relevant allergen information as required by law.
- Consistently adhere to the agreed standards of food preparation and presentation
- Assist in the daily receiving food and related supplies to the kitchen
- Adhere to the safe use of the kitchen, equipment and environment under the Health and Safety at work acts, food hygiene and other relevant regulations and company procedures
- Report all accidents and defects in kitchen equipment to the manager or supervisor
- Ensure all work areas of the kitchen, dry stores and refrigeration are maintained in a clean and hygienic condition at all times, and at the end of your shift
- Ensure all food stuff are always labelled and dated
- Ensure all HACCPs procedures are followed

General:

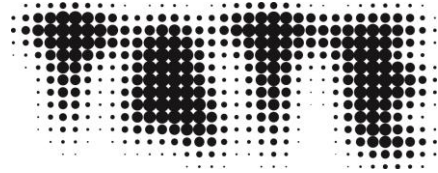
- Ensure the correct set up, breakdown and cleaning checklists are used and that Tate cleanliness standards are maintained at all times
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping
- Ensure all relevant legislation and Tate standards are adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these
- Use the correct chemicals on the correct surfaces and appliances to maintain the cleanliness of the kitchen, according to COSHH regulations
- Perform any task pertinent to the operation as directed

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of



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all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role

Person Specification

Experience, skills and competencies

Essential:

- Previous experience in a fast-paced, customer-facing catering environment
- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Professional attitude and appearance at all times
- Ability to work at pace, under pressure and unsupervised at times
- Can act as a positive role model to new and existing members of staff
- Can demonstrate a flexible, pro-active approach and willingness to operate wherever help is needed
- Has an appreciation of health & safety, food hygiene and COSHH regulations and policies
- Some understanding of how costs are controlled and waste minimised
- Able to work on events as and when required by the business
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend most of your shift on your feet
- Prompt timekeeping and good time management
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate

Desirable:

- Good knowledge of licensing laws and legislation
- Previous experience within a similar café/restaurant/museum environment
- Awareness of the requirements of Food Allergen Regulations
- Food safety qualification level 2



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