**Job Description**

**Job Title: Food Counter Services Assistant**

**Career Level: 6**

**Department or Business Sector: AMTC Events**

**Location**: Coventry

**Reporting to: Head Chef**

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| **Heading:** | **Description** |
| 1. **Job Purpose** | To assist the Head Chef and F & B Services Supervisors with the preparation, presentation and service of food and beverages within Catering and Events operations with particular attention to MTC and AMTC restaurant service counter’s in line with Service Level Agreements:   * Assist with the preparation and serving of breakfast, lunch, drinks and impulse purchases for MTC colleagues, apprentices, members and visitors * To serve customers in a quick and polite manner whilst ensuring good customer service at all times * To account for all purchases and payments using EPoS systems * Assist with effective stock management, portion control and forecasting to keep wastage to a minimum * Support the implementation and maintenance of MTC’s Food Safety Management System (HACCP) including administration of food temperatures, cleaning schedules, delivery temperatures and stock takes * Work collaboratively with all MTC Catering and Events colleagues especially with the set up for large events * To ensure all work areas, surfaces and equipment are clean and maintained at all times * Maintain the upkeep and cleanliness of FoH areas including tables * Advise and support the Head Chef with food service operational issues * Assist with Event catering preparation when required * Perform commercial and hand dishwashing when required |
| 1. **Communication** | The role requires an excellent communicator with experience of liaising with key stakeholders, colleagues, members and visitors across all levels.  Required to be enthusiastic and portray energy about daily menus, offers, provenance of ingredients and quality  Provide recommendations of products and menus especially in regards to allergen and dietary advice  Ability to be firm or assertive and only when appropriate.  Required to promote and raise the profile of MTC Catering and Events to colleagues and current & potential new clients  Required to practice active listening and demonstrate the ability to use pre-service briefings to support fellow Food Service Assistants. |
| 1. **Innovation** | The role holder is expected to identify and recommend improvements to processes, policies or procedures, based on practical/operational experience and feedback from customers.  The role must help to improve and maintain post COVID-19 safe controls & measures and work flexible and agile around business demands working in a new world.  After a lengthy absence of consumers; food service must be re-scoped, designed, identifying current trends and service styles. Assisting on menu and product innovation is vital to keeping ideas fresh, competitive and engaging a new era of healthiness and wellbeing in a post COVID-19 world. |
| 1. **Knowledge** | * Able to follow food preparation and presentation specifications * Knowledge of hot counters, display units and fridges. * Merchandising * Understanding of EPoS systems. * Understanding of allergens and special dietary requirements * Minimum of 2 years of experience in a similar role * A good understanding of products and ingredients * Level 2 in Food Safety * Allergen Awareness * Up to date knowledge and practical experience with managing HACCP * Awareness of COSHH * Competent in using light kitchen equipment and still areas |
| 1. **Person Specification** | All aspects of the role are to be carried out as an exemplar within the business in adhering to the MTC RIGHT way:   * Acting responsibly, putting MTC’s interests ahead of personal ambition; * Providing inspirational leadership to all who come in contact with you; * Delivering in the broadest sense a great working environment; * Leading with humility, honesty and integrity in all that you do; * Promoting teamwork, supporting through difficult times and collectively celebrating our successes.   In addition:   * Customer and quality focused * Ability to prioritise and keep calm under pressure * Excellent customer facing and service skills with good interpersonal skills and the confidence to deal with people at all levels to present a positive impression * Excellent attention to detail * Disciplined time management and can see shortfalls or risks before they happen and show good problem solving skills * Demonstrates a willingness to learn and advance skills * Organised and self-motivated and able to work alone unsupervised * Willing to support the delivery of off-site events * Approachable * Good command of the English language both written and verbal * Good physical dexterity and manual handling. * Team player * Organised and self-motivated and able to work alone unsupervised. * Curiosity and desire to learn more |

**Definitions**

**1. Job purpose:**

*Provide an overview of the job, its context in the company;*

*Describe the level and scope of influence and authority that the position should have (is this within the immediate job area or more widely across a business unit or potentially the business as a whole?);*

*Describe the level of impact by reference to the daily scope of the role – does the role holder follow clearly defined procedures under close supervision or is there latitude to set objectives or even strategies?*

**2. Communication:**

*Outline the scope, extent and nature of the communication that this role is responsible for, on a regular basis;*

*What communication skills are required? (to convey information, to reach agreement, to manage communication?);*

*What is the context: internal or external?*

**3. Innovation:**

*To what extent is the role holder required to identify, develop and make improvements to ideas, techniques, procedures, services or products?*

*What is the level of complexity? (are problems generally in one area and well defined or are they multi-dimensional?)*

*Is the role holder expected to make minor changes or to enhance or replace entire processes?*

**4. Knowledge:**

*What is the nature and extent or depth of knowledge required in this job to achieve objectives and add value?*

*Knowledge may be acquired through formal education and/or work experience;*

*First specify the depth of knowledge to be applied and then identify whether the role holder would apply the knowledge as a team member, team leader or manager of teams.*

**5.** **Person Specification:**

*The type of person suitable for the role:*

*For example, does this require someone who enjoys working with lots of detailed data, or someone who enjoys working with key external groups such as suppliers, customers or potential customers?*

*Would this role be suited to someone with high levels of resilience and an aptitude for working under pressure, to meet deadlines?*

*What sort of prior experience would be necessary or helpful?*