

# Role profile

**Job title:** Catering assistant

**Reports to:** Catering team leader

**Date prepared:** August 2022

## Purpose

Providing a first-class customer service and consistently high-quality food service experience to all visitors at Highland Wildlife Park (HWP) and by providing information and assistance and ensuring an environment that is engaging and well maintained.

## Scope

- Working across one site (HWP)
- To assist with the visitor experience and catering operations by providing first-class sales and service experience to visitor numbers in the region of 200K per annum and achieve targets set by Team Leaders.

## Responsibilities

- Provide first-class customer service by maintaining a positive, welcoming environment, proactive and helpful attitude to all visitors at all times, meeting or exceeding our Customer Service Standards.
- Ensure work areas are maintained to the highest health, safety and hygiene standards
- Ensure all areas are clean and clear, storerooms are well stocked and organized at all times, all kitchenware/equipment is clean and stored appropriately
- Assisting with the smooth running of the kitchen production areas
- Assisting with basic food preparations
- Operate the tills efficiently and assist with the counting and recording of monies to agreed standards.
- Reporting of faulty equipment to direct line manager in a timely manner
- Occasionally provide assistance in other operational areas
- Building on previous experience share ideas and suggestions to increase revenue and minimize impact on the environment.
- Respond to unexpected situations in a professional manner and seek advice and support from line manager when required.
- Ensure compliance with RZSS's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Engage with the Society's appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
- Perform other reasonable duties and projects for RZSS as directed by your Manager.

## Knowledge, skills and experience

Knowledge	Essential	Desirable
Good achievement in standard grades (or equivalent), including English and Mathematics.	√	
Food Safety and Hygiene (level 2 certification) or willingness to obtain	√	
Valid driving license		√
First Aid qualification		√

Skills	Essential	Desirable
Accurate numerical reasoning skills and attention to detail.	√	
Engaging customers empathetically to link or upsell our products.	√	
Use of electronic booking systems.		√
Use of electronic cash till.	√	
Merchandising and display promotion skills.		√

Experience	Essential	Desirable
Providing first-class customer care and service, including dealing with customer queries.	√	
Previous work in a range of visitor experience activities.	√	
Working within a visitor attraction environment.		√

## Behavioural competencies

Competency	Level	Essential	Desirable
Planning and Organising	Plan ahead, organise your work, take into account the potential for change.	√	
Finding Solutions	Use your initiative to resolve problems and find solutions within your work.	√	
Delivering Services & Experience	Perform your role to the best of your ability with enthusiasm and a positive approach.	√	
Understanding Others	Listen to and understand the needs of colleagues and stakeholders.	√	
Communicating	Comfortable initiating dialogue with people; communicate with care to ensure your message is understood.	√	
Embrace Change	Take the initiative to make improvements to the way you do your role.	√	
Gathering Information	Gather and analyse information relevant to the tasks in your role.	√	

## Role dimensions

### Planning and Organising

- Be punctual and ready for work at the allocated start time.
- Work is allocated by line manager on day-to-day basis with clearly defined priorities and deadlines, e.g. allocating designated area and achieving targets such as upselling and promotions.
- Responsible for making sure own allocated area is well maintained/stocked (and replenished) ready for opening to visitors each day.
- Responsible for planning/organising in so far as queue control and ensuring queries are responded to promptly and alert Team Leader when assistance required.
- Follows established processes and procedures, with little room for deviation.

### Communication and relationships

- Effectively communicate with your line manager to ensure your work days are rostered on correctly and any holidays taken are relayed in advance and about your job development.

- Have a good working relationship with colleagues and work as a team to ensure best possible visitor experience
- Focused on providing a consistently high standard of customer service.
- Communicate effectively with all internal and external customers, adjusting conversation to suit the customer's needs and be a friendly point of information for visitors, e.g. first-class customer care
- Communicate effectively with other departments around the park, including over the radio, e.g. lost children, first aid.

### Problem-solving and decision making

- Deal with a variety of visitors to the park, e.g. assist visitors with attraction queries
- Seek advice for line manager/duty manager if needed for unexpected problems and difficult issues, e.g. anything out-with standard operating procedure or complex customer complaint.
- Act as a witness to the cash up process and assist with cash up procedure
- Seek advice for line manager/duty manager if needed for unexpected problems and difficult issues
- Works within clearly defined processes and therefore decision making is based on existing procedures and experience
- Works within clearly defined processes and direct supervision

### Other information

I have discussed and agreed this updated role profile with my manager

Name:

Signature:

Date:

