

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.

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
- 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.	√	