

THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Kitchen/Catering Assistant

Responsible to: Garden Centre Manager

Job Purpose:

- Assist with the smooth and efficient daily running of the Green Cafe while ensuring compliance with Health and Safety and Environmental Health legislation and Trading Standards.
- Have cooking skills to produce the menu items in a clean and hygienic catering environment.
- To assist with profit and loss by keeping food wastage to a minimum.
- Have basic knowledge of stock control and rotation in accordance with food safety guidelines.
- Assist front of house by providing outstanding customer service, preparation of hot drinks, clearing of tables, till operation and food service.
- Assist with the cleaning of crockery, cutlery and food preparation equipment using the machine provided whilst maintaining the hygiene standards of the kitchen.
- To contribute to the success of Millbrook as a whole.

Key Accountabilities:

1. People

- Confidently acknowledges all customers & delivers exceptional service
- Behaves in an approachable, helpful & smiley way
- Takes pride & enjoys working for Millbrook
- A proactive approach to sales

2. Positive Approach

- A "Can do " Attitude
- A willingness to learn & develop
- A friendly, enthusiastic & approachable manner
- Positive, open & honest communication at all times

3. Professional & Efficient

- Follows all company policies & procedures
- Takes ownership & responsibility
- Takes responsibility for own health & safety & for colleagues
- Behaves & acts in a way that contributes to the overall success of Millbrook
- Uses time effectively & prioritises workload to ensure targets & deadlines are met

4. Profit & Growth

- Aware of company goals & takes personal responsibility to help achieve them
- Positively influences Gross Profit by helping to minimise wastage & being careful with company resources
- Understands set personal objectives & focuses on what needs to be done to make them happen.

Key Performance Indicators:

1. Financial Targets Achieved:

- Sales, wastage & profit

2. Customer Targets Achieved:

- Customer numbers & conversion rates achieved
 - Customer average spend achieved
 - GCA Inspection targets achieved
- 3. People Targets Achieved:**
- Staff Attitude Survey satisfaction target achieved

Signed by Job Holder:

Print Name:

Signed by Job Holder's Manager:

Print Name:

Date: