

## THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

**Job Title:** Hospitality Assistant  
**Responsible to:** Catering Manager

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### Job Purpose:

- To provide consistently outstanding customer service in line with company policy in order to achieve company targets.
  - To be proactive with our customers to increase sales.
  - To serve well presented food in a clean and hygienic catering environment.
  - To assist with the cleaning of crockery, cutlery and food preparation equipment using the machine provided whilst maintaining the hygiene standards of the kitchen.
  - To ensure all standards are adhered to and maintained at all times to deliver an exceptional customer experience every time.
  - To contribute to the success of Millbrook as a whole.
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### 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.
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**Key Performance Indicators**

**1. Financial Targets Achieved:**

- Sales in line with Company forecasts
- Wastage no more than 3%

**2. Customer / Recognition Targets Achieved:**

- Customer numbers achieved
- Customer average spend achieved
- GCA Inspection targets achieved
- Health, Hygiene & Merchandising standards achieved

Signed by Job Holder: .....

Print Name: .....

Signed by Job Holder's Manager: .....

Print Name: .....

Date: .....