

THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Hospitality Assistant
Responsible to: Catering Manager

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: