

JOB DESCRIPTION

Post Title: Catering & Customer Service Assistant

Responsible To: Proprietor

Responsible For: Ushers & Waiting Staff

As the post holder, you will be responsible for providing assistance with cooking and preparing Nigerian & Jamaican foods during catering jobs. You will also be assisting with preparing orders and packaging goods and foods. As a catering and events company this includes taking orders, serving customers, preparation of ingredients and cooking, setting, presenting, laying out and clearing of tables and foods at events, assisting with cleaning and disposal of waste and general assistance with other areas such as liaison with ushers and waiting staff .

From time to time the role you take may change slightly, in this case you will be notified in good time and arrangements will be made to ensure you have all the resources you need to carry out your job properly.

Specifically

1. To provide assistance to customers with orders and requests.
2. To assist with general catering duties.
3. To assist with general events facilitation duties.
4. To assist with serving and delivering meals to customers.
5. To assist with delivery of serviced catering.
6. To assist with managing and keeping a record of stock depletion and availability levels.
7. To assist during functions with seating, assisting and serving guests and clients.
8. To support, provide guidance and provide feedback regarding ushers and waiting staff for appraisals and assessments .
9. To ensure that adequate levels of customer service are provided to all customers.
10. To assist with collation of data and information necessary to update our administrative systems.
11. To provide cover for the proprietor as and when needed within agreed responsibility areas and timelines.
12. To build good relationships with clientele, suppliers and external agencies that provide services that ensure we meet our needs and the customers' needs.
13. To assist and monitor security, fraud and health and safety procedures for yourself and other staff members.