

Position Description

TRIPPAS WHITE GROUP

Title	Catering Assistant	Date Prepared	January 2025
Reports to	Site Manager	Approved by	HR

Main Purpose of Role

The Catering Assistant is responsible for providing friendly, attentive, and efficient service to our valued customers. The role is required to support the Café chef in the service of our café, whilst upholding standard operating procedures and policies. This role reports to the Site Manager.

Your efforts will support the TWG team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

Assist the café chef with the café service to ensure we are working collaboratively to execute service and meet the service standards outlined by Trippas White Group in relation to service provided to our customers.

Key Responsibilities

Product Delivery & Quality

- Ensure needs of the Symbion customers are achieved in a professional, courteous and efficient manner.
- Assist with the day-to-day service of The Symbion Café.
- Take direction from the Site Manager and Chef working cooperatively within the café team.
- Consistently meet customer satisfaction targets to generate repeat business, referral and positive word of mouth.
- Attend to customers in an attentive, welcoming and engaging manner.
- Prompt and friendly service, greeting the customer and making suggestions to meet their needs.
- Efficient use of the POS system.
- Notifying customers of specials and recommendations for meal and snack options.
- Maintains eye contact with customers and prioritises their service over all other tasks.
- Uses customer names and engages to build relationship with customers.
- Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes.

Clean up and maintaining the Workplace

All counter area and / or food preparation areas must be cleaned and sanitised at the end of day's trade adhering to food health and safety standards.

- Use correct chemicals on food preparation areas and kitchen equipment.
- Follow cleaning schedule.
- Maintain clean and sanitised service area and equipment.

Compliance including Work Health and Safety

- Ensures compliance to TWG policies and procedures.
- Reports all incidents according to company policy.
- Encourages positive communication with all employees and client regarding OH&S.
- Holds a current Food Handlers certificate.

Core Competencies

The role of Catering Assistant involves the efficient sale or service of TWG prepared food & retail items, use of the cash register, assembling sandwiches, and the preparation of fruit, vegetables and salad items. Cooking of basic stock items may be involved. Dishwashing is another key task using an automated dishwasher and some manual cleaning of pots and pans. Manual scrubbing and washing may also at times be required. Previous experience in a busy corporate café is preferred.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer Satisfaction	- Obtain positive guest feedback. - Generate positive customer experiences to promote good word of mouth and repeat clientele.
Compliance	- Compliance with (including but not limited to): - Trippas White Group Policies and Procedures. - Food Safety knowledge and application. - WH&S. - Incident Reporting.
Administration and Internal Procedures	- Code of Conduct is adhered to rigidly. - Company Policy and Procedures are understood and followed.

Acceptance

I, _____, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____