FALKIRK COUNCIL

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council of the future

Job Profile

Job Title:	Events Catering Assistant
Reporting to:	Catering Manager
Responsible for Line Management of:	N/A
Your Job is to:	Responsible for welcoming guests on event days, serving food and drinks. Will be required to assist in pre/post event breakdown and clear up.
Grade:	B

What you will do :

Job Specific Tasks

1. Welcome customers when they arrive at their table before taking drinks orders if required and then serving the drinks to the table.
2. To assist with the serving of food and beverages (including alcoholic beverages) for events and hospitality.
3. To assist with serving food to tables in the whole room as per instructions given.
4. Check that customers are being served the correct meal if specific dietary requirements have been given.
5. Clear away used crockery/glasses throughout service and at end of meal. Load trolleys and when full send them via lift to dishwash area.
6. To undertake general kitchen and service area / dining area cleaning. This includes setting up and clearing away of equipment and crockery and loading /unloading dishwashers and glass washers.
7. Polish cutlery and replace clean crockery on storage shelves.
8. Clear tables at end of service and bag rubbish. Remove rubbish to general outside bins. Remove glass bottles to specific outside bins.
9. To maintain health & safety and hygiene in all areas and to assist in the event of an emergency.

Job Demands

1. You will be depot based.
2. You will be expected to communicate well with colleagues and others.
3. You may be required to interact with demanding/angry individuals.
4. You will provide a front-line service to council customers.
5. You will be responsible for moderately expensive equipment.

6. You will be required to work early mornings and/or evenings.
7. You will be required to work as part of a team.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Basic numeracy and literacy		Application Form
Essential Skills, Knowledge & Experience	**Ideally you will have**	**How we assess this**
	• Customer care skills • Basic computer literacy. • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		**How we assess this**
• Demonstrates behaviours which are consistent with Falkirk Council Values **(Responsive, Innovative, Trusted, Ambitious)**		Application Form Interview