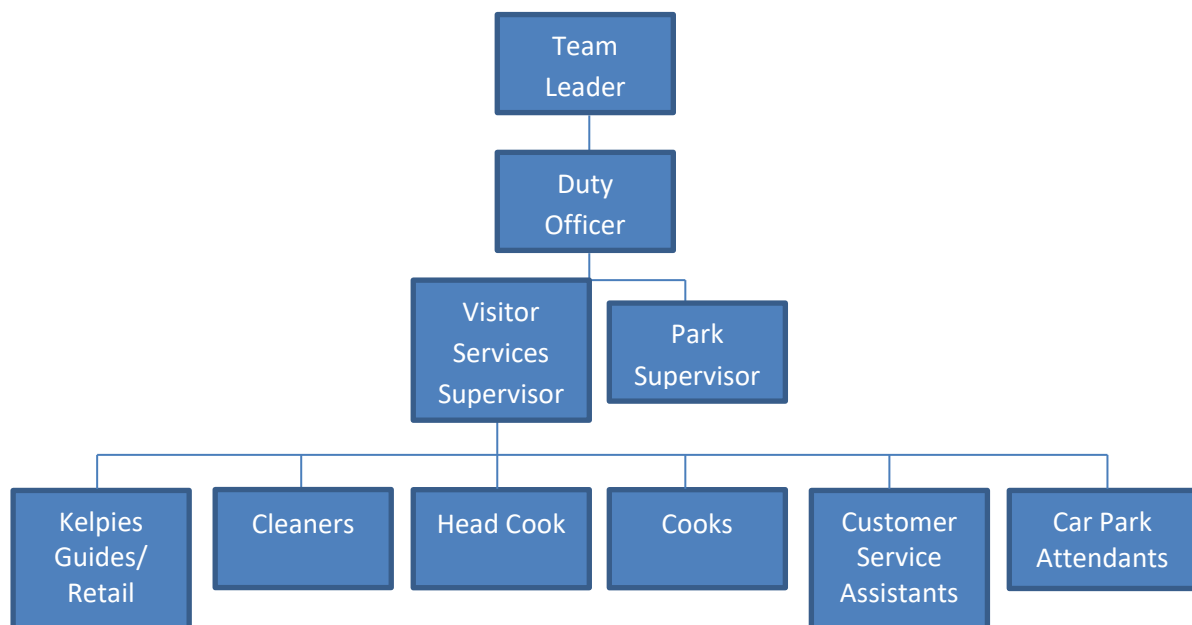


	Job Description
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Section A: Job Definition

Job Title: Cook
Section: The Helix
Grade: C

Section B: Organisational Relationship



Section C: Job purpose

To undertake either individually or as part of a team and normally under the direction of a supervisor, operations connected with the preparation, cooking and serving of food and beverages.

In this role, the post holder will be required to maintain standards and contribute to delivery of effective and efficient customer service.

Section D: Key responsibilities

- To present a comfortable and welcoming environment to customers.
- Preparation of food and beverages at any of the Council's facilities.
- Organisation, presentation and serving of food and beverages (including alcoholic beverages).
- Carry out sales to the public, and accurately follow cash handling, cashing up and reconciliation procedures so that all audit requirements are adhered to.
- To maintain health and safety and hygiene in all public areas and assist in the event of an emergency.
- To undertake general kitchen and service area/ dining area cleaning, following approved schedule, including washing up, setting up and clearing away equipment and crockery and cleaning of service specific equipment.
- To advise customers of products and services available and actively promote the venues.
- To provide high standards of customer service and care so that the reputation of the service is enhanced and sales target are met.

Section E: Accountability

There is no direct accountability associated with this post.

Section F: Knowledge, Skills and Experience

Essential

- A good understanding of the operational requirements of a small/ medium catering facility.
- Required to hold an Elementary Food Hygiene Certificate
- Can demonstrate a knowledge and understanding of the Cooksafe Food Safety Assurance System.
- The post holder will have previous food preparation and serving experience, customer service experience.
- Relevant hospitality, bar and/or catering experience, preferably in a visitor attraction/conference facility or venue.

Section G: Demands

Understanding Job Information: The post holder will be able to follow menu plans, schedules and costings, as well as routine working practices in the delivery of customer services.

Problem analysis: The post holder will be required to resolve routine problems as they arise.

Anticipatory Thinking: The post requires a degree of anticipatory thinking in order to deliver high quality service.

Judgement: The post holder will be required to exercise judgement when making service related decisions and give consideration to the implications of any decisions taken. Non-routine problems should be referred up to the relevant line manager/supervisor.

Creativity: The post holder will on the whole work to specified instructions but from time to time may be required to contribute creative thinking to menu planning and service delivery.

Section H: Communications and contacts

Internal

Daily contact with Venue Supervisors and Customer Service Assistants.

Regular contact with Duty Officer, other colleagues within Falkirk Community Trust.

Regular contact with colleagues within other service areas (Kelpies Guides, Cleaners).

External

Customers of The Helix facilities

Corporate users of The Helix facilities

Private users of The Helix facilities

Suppliers.

Section I: Environment

The post holder will work in a hospitality environment (kitchen, server, dining area, conference room or bar) and may, on occasion, be required to work at a range of Falkirk Council venues as required.

Weekend work, and the occasional evening will be a requirement of this post.

Approved by:

Approval date:

Post holder signature.....