

# THE ALL ENGLAND LAWN TENNIS & CROQUET CLUB

## JOB DESCRIPTION

- JOB TITLE:** Senior Catering Assistant
- JOB PURPOSE:** To provide a catering, waiting and bar service for Club Members in the Members' area. To help supervise the catering team to ensure a high standard of customer service is consistently provided.
- REPORTS TO:** The Catering Manager, or Chef on duty, when the Catering Manager is not present.

### SPECIFIC DUTIES

1. The main responsibility is to provide a high quality waiter/waitress service to Club Members and their guests – taking orders, serving meals and refreshments.
2. Additionally, to assist generally in the dining room and kitchen including:
  - preparing vegetables, salads, sandwiches, light snacks and afternoon teas
  - light cleaning, including cleaning silver etc
  - bar service and stocking
  - washing-up crockery, cutlery, cooking utensils etc
3. To ensure high standards of health and safety are maintained and procedures are followed, including high levels of food hygiene and cleanliness.
4. To supervise the catering team to ensure a high standard of customer service is provided to organisational standards.
5. To assist colleagues when needed and help motivate the team. If sharing a shift with the other Senior Catering Assistant, to work as part of the team.
6. To be responsible for ensuring monies are cashed up, and cash floats are made up, in the absence of the Catering Manager.
7. To work as part of a rota (which may change from time to time) including some evenings and weekends.

### OTHER DUTIES

Any other duties within the scope of the post as may be required by the Catering Manager, or Chef on duty, when the Catering Manager is not present.

A flexible, multi-skilled approach is required.

### WORKING HOURS

The Members' Dining Room is open 7 days a week with an evening service provided on Tuesday, Wednesday and Thursday. Staff are required to work an average of 37½ hours a week (7½ hour days), including alternate weekends.

The Senior Catering Assistants work a 10 day fortnight, with shifts currently operating between 9am to 6pm on 7 days and between 3pm to 11pm on 3 days. A flexible approach to working hours is required from time to time.