

Dunstable Town Council
Community Services
JOB DESCRIPTION

Job Title: Priory House Assistant
Department: Community Services
Responsible to: Priory House Catering and Duty Managers
Responsible for: No one

Main Purpose of Job

1. To create a welcoming presence to customers and visitors as part of the Front of House team at Priory House.

To be a sales person for the shop, selling shop stock, booking functions, room hire and Afternoon Teas.

To support the effective administration of Priory House by recording necessary data and statistics.

To take bookings for events and functions at Priory House, assisting with customer enquiries and ensuring the customer's requirements are met on the day.

To provide cashier function, taking payments in various forms.

When working in the kitchen assist the Manager in the preparation of food for the Tea Rooms, ensuring the constant cleanliness of the kitchen area, glassware, crockery, cutlery, cookware and all kitchen utensils are compliant with current Health & Safety legislation.

Main Duties

When in Gift Shop

1. Receive and record revenue from sales within the Gift Shop, Tea Room, books and third party sales.
2. To respond to client enquiries by telephone, letter, e-mail or in person in a prompt and efficient manner to ensure clients are provided with accurate and up to date information and literature to meet their requirements.

3. To provide information and take bookings, following the relevant procedures, for the use of Priory House as a function and events venue, recording the revenue on the relevant spreadsheets and using a computerised diary.
4. Ensuring a clean, tidy and welcoming environment. Being responsible for your own health and safety, ensure health and safety issues are reported correctly

When in the kitchen

1. To assist in the preparation of food for lunchtime meals and prepare and cook basic items from the menu e.g. toast, tea cakes and prepare cream teas.
2. Ensure that all dirty crockery, cutlery, glassware and cooking equipment is rinsed and loaded into the dishwasher, avoiding a build-up of dirty items.
3. Ensure glassware and cutlery coming out of the dishwasher is properly dried and polished.
4. Support with the maintenance of a daily check and cleaning schedule and the recording of relevant checks.
5. Ensure that the kitchen and the tea rooms are left clean and tidy at the end of the day, whilst maintaining the cleanliness of these areas throughout the day, clearing tables quickly and efficiently and ensure that the cleaning schedule is met under the supervision of the Priory House Catering/Duty Managers.
6. Being responsible for your own health and safety, ensuring health and safety issues are reported correctly, being aware of food hygiene and allergens and safe working practices and environments

When in the Tea Rooms

1. Make and serve the selection of teas and speciality coffees.
2. Serve Afternoon Teas knowledgeably and efficiently.
3. Ensure that meals and snacks are served to the correct table as quickly as possible from the kitchen and that tables are regularly checked and cleared of dirty crockery.
4. Take orders politely, efficiently and accurately on the till system ensuring that emails are checked and kitchen staff updated of any changes.
5. Be able to set up rooms for functions and events under minimal supervision.
6. Being responsible for your own health and safety, ensure health and safety issues are reported correctly, being aware of food hygiene and allergens and safe working practices and environments

All Areas

1. To support functions and events including regular out of hours working (weekends and evenings).

Person Specification

Essential

1. Experience of working in the catering or customer service industry.
2. Excellent oral and written communication skills educated in English GCSE or equivalent grade C or above.
3. Experience of dealing with the public both on the telephone and face to face in a confident and friendly manner.
4. A high standard of personal hygiene.
5. Ability to work under pressure whilst displaying flexibility and a calm approach.
6. Ability to work methodically, paying attention to detail and on own initiative within the relevant menus and guidelines.
7. Willingness to learn the menu requirements and to perform basic cover in the event of the absence of the Priory House Catering Manager.
8. To hold a current Basic Food and Hygiene Certificate at all times (if not currently held, the willingness to take a course immediately). With a good understanding of health and safety at work and safe working practices.
9. To be accurate, reliable and trustworthy with cash handling.
10. To have good communication and customer care skills.
11. Over 18 years of age.

Desirable

1. Experience of serving Afternoon Tea.
2. Experience of using computerised systems including; Excel, Word, Outlook and the internet.

Complexity and Creativity

Some of the work is kitchen based and all food preparation carried out in accordance with all prevailing health and safety legislation and in line with industry guidance on food hygiene.

The post holder will be expected to assist in the delivery of initiatives that assist in improving the economic viability and sustainability of Priory House.

This role covers a high profile area of the Council's range of services and under the guidance of the Priory House Management team the post holder will assist in the delivery of services and events at Priory House and other external venues.

This role will be required to work regular evenings and weekends and may be required to work additional hours for which payment will be made or time off in lieu may be taken in accordance with the needs of the Council.

Judgement and Decisions

The post holder will be closely supervised by the Priory House Catering/Duty Managers and all judgements and decisions will be routine in nature.

All food preparation will be in accordance with a set menu created by the Priory House management team.

Contacts

Internal – 50% - All Priory House staff

External – 50% - Priory House customers and suppliers