

BROADWAY

Job Description

Job title: Kitchen Assistant

Reporting to: Kitchen Supervisor

Staff responsible for: N/A

Functional responsibility: To support the Kitchen Supervisors in ensuring the efficient operation of the Kitchen, to provide excellent customer service, and to maintain a clean and hygienic working environment.

Salary Grade: Age-relevant National Living or Minimum Wage

Duties & Measures	Job objectives and outcomes
Duty 1 Measures	Support the Kitchen Supervisors in operating the Kitchen in line with the agreed annual budget, Follow all procedures for stock control, minimisation of wastage, stock rotation and portion control in order to help maintain budgeted gross profit.
Duty 2 Measures	Assist the Café Bar in maintaining revenues at budgeted levels, or higher - Make suggestions to Kitchen Supervisors on initiatives to increase revenues. - Be aware of your competitor restaurants and cafes, in order to help Broadway maintain market share. - Make suggestions for any promotions and special events.
Duty 3 Measures	Provide a high level of customer service and customer satisfaction, - Ensure that you offer an excellent level of customer care at all times. - Ensure all decisions are made with the needs of the customer in mind. - Adhere to the kitchen's customer service standards for the preparation and service of food, and the delivery of private events. - Support the training of new colleagues where asked to do so. - Ensure that any customer complaints and complements during your shift, are referred to a Supervisor or Manager straight away.

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Duty 4 Measures	Product selection, stock control and wastage • Provide feedback and suggestions to the Kitchen Supervisors, in order to assist in maintaining a range of quality snacks and meals in keeping with the Broadway brand and customer preferences. • Adhere to procedures regarding the control and recording of all stock in the kitchen. • To advise the Kitchen Supervisors of any stock needs, in a timely manner, to maintain appropriate levels. • Ensure stock is effectively rotated and wastage is minimised.
Duty 5 Measures	Adhere to health and safety and food hygiene regulations • Take responsibility for Health and Safety, cleanliness and food hygiene in all catering areas whilst on duty. • Assist the Kitchen Supervisors in ensuring a high pass rate for any food hygiene inspections (Maintain 5 star rating). • Adhere to a strict cleaning rota for all areas. • Inform the Kitchen Supervisors, of any faulty or damaged equipment as soon as possible. • Ensure faulty or damaged equipment is taken out of use until repaired. • Ensure all work carried out in the Café bar is in compliance with all statutory legislation e.g. Fire, Hygiene, and Health and Safety.
Duty 6 Measures	General requirements • Manage own workload effectively. • Be committed to, and actively involved in, excellent customer service and best practice in both internal and external communications. • To receive supervision and appraisal and be committed to own development. • To be committed to and work within Broadway policies and procedures. • Undertake any other tasks as deemed appropriate by the Line Manager.