



CHATSWORTH ESTATE TRADING LIMITED

JOB DESCRIPTION

Job Title: Customer Service Assistant

Locations: Cavendish Restaurant, Carriage House Café, Flying Childers Restaurant and Food-to-Go units.

Principle Manager: Head of Catering

Immediate Supervisors: Catering Supervisors/ Assistant Supervisors

Purpose of Post:

To provide excellent customer service within all catering outlets as required, including; Cavendish Restaurant, Carriage House Café, Flying Childers Restaurant and Food-to-Go outlets.

Main duties and responsibilities:

Customer Service

- To provide a first class standard of customer service at all times.
- To serve customers promptly and efficiently.
- Resolve customer enquiries efficiently and politely.
- Be able to answer general visitor enquiries.

Product Knowledge, Stock Control & Presentation

- Ensure full knowledge of the current menus and food offerings.
- Be able to advise on special dietary requirements if required.
- When working in the Carriage House or Food-to-Go units, ensure the excellent presentation of stock, food and drinks.
- Ensure all products on display are clean, tidied, priced and fully stocked.
- Check sell-by dates of perishable stock on a daily basis.
- When working in Food-to-Go units; ensure that due diligence checks are carried out according to the HACCP plan and that due diligence paperwork is recorded accurately and timely.
- When working in Food-to-Go units; ensure that hot products are cooked correctly and that temperature testing is carried out and recorded.

Operations

- Operate drinks machines.
- Correctly operate tills and credit card machines.
- Correctly open and close tills (cash up) when required.

- Ensure excellent communication with the back-house kitchen during service including processing orders accurately through to the kitchen, reporting any issues and helping ensure plentiful food on display.
- When working in the Carriage House, plate up and serve food from the hot plate.
- Restock all areas during service.
- Assist when necessary in greeting customers and showing them to the next available table.
- Clear and clean tables ready for the next customer.

Cleaning Duties:

- Carry out scheduled cleaning duties in all visitor areas of the catering units including; tables, floors, work surfaces, windows, toilets, mobile units and used equipment.
- Assist with pot wash, when required and as directed by a supervisor, in order to help ensure a clean supply of crockery and pots at all times.
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- When working in the mobile units, ensure that units are presentable and fuelled.

Team Responsibilities

- Assist in all areas of the catering department as required.
- You may be asked to assist with daytime or evening functions on a rota basis.

Health & Safety

- Adhere to the Chatsworth Health & Safety and Food Hygiene policies and guidelines.

This is a description of your duties and responsibilities at the present time, however, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

Personal skills and abilities:

Essential:

- Friendly and personable.
- Hardworking and committed.
- Able to offer excellent customer service.
- To be an effective member of a team but also to work on own initiative.
- Numerate and willing to learn.
- Good verbal communication skills.
- Able to work well under pressure
- Flexible approach to working; willingness to stay and help during busier times / periodic evening work.

Desirable:

- Current UK driving licence.