



Zion Kitchen Assistant Job Description

Reports to: Kitchen Manager

Job purpose

- Support the Kitchen Manager helping to ensure the smooth day to day running of the kitchen
- Deliver excellent customer service in order to maintain and improve the overall customer experience
- Have a positive can do attitude which resonates throughout the team

Main duties and responsibilities

Operations

- Support the daily operations of the kitchen including:
 - Assisting with the preparation, presentation and service of food
 - Assisting with cleaning, in particular ovens, hobs, deep fat fryers, mixing machines and food slicing machines and washing-up duties, cleaning of work surfaces and floors to ensure the work space is clean and tidy at all times
 - Clearing and cleaning the cafe tables as soon as practicable
 - Monitoring food stock levels and the food store alerting the Kitchen Manager of short stock
 - Dealing with customer queries, requests and any issues that may arise
 - Helping with general cleaning, tidying and washing up (around the cafe, kitchen, tables, floors and toilets)
- Work in a way that ensures the health and safety of everyone within the kitchen and café environment
- Undertake any other reasonable task e.g. stocktaking, serving on the tills, making and serving drinks, social media posts and errands to maintain the café operation

Standards

- Demonstrate the values of Zion at all times, and to cross-promote our other services and events
- Work within the policies and procedures to ensure exceptional standards of cleanliness (customer area as well as kitchen), quality and availability of food and drink, and record keeping
- Maintain and adhere to all food hygiene standards and health and safety guidelines
- Complete relevant paperwork including cleaning schedule, stock sheets, daily/weekly checklists etc.

Customer service

- Provide excellent customer service and have a caring attitude towards customers so that they feel valued and welcome creating an inviting atmosphere for customers
- Build relationships with customers and ensure that they receive a consistently high standard of customer service

General

- Be an active member within a team of staff and volunteers
- Be punctual, polite, approachable and helpful
- Show enthusiasm and promote positivity
- Be flexible to support the needs to the business
- Undertake relevant training when necessary

Expected outcomes

- Smooth day to day running of the kitchen during required shifts
- A welcome safe space for visitors to the venue
- Clean and efficient workplace
- High health and safety and hygiene standards

It is in the nature of the work at Zion Community Space that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with the remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.