



JOB DESCRIPTION

Job title:	Cook
Location:	Berzerk Soft Play Centre
Allowances:	None
Directly responsible for:	General Assistants / Assistant Cook
Salary:	£8.91 p/h
Responsible to:	Soft Play Supervisor

MAIN PURPOSE OF THE ROLE

To supervise and serve customers within the Cafe area, maintaining the required standards of health and safety, cleanliness and customer care.

To design and produce a quality menu for Children and their parents as well as providing party food for organised parties at the centre.

Maintaining high standards of cleanliness in the kitchen and food preparation areas as well as the Cafe areas.

To ensure that customers of NLT remain satisfied with the standard of services and facilities provided.

To contribute to the overall objectives, strategy and plans of the Trust.

To be an ambassador for NLT and the facilities and services it provides.

MAIN DUTIES & RESPONSIBILITIES

- To supervise and deliver café products as required, including serving drinks, food, children's parties and activity sessions
- Provide assistance to customers and respond to customer enquiries
- To manage staff in a fast-moving environment

- Setting up and dismantling of equipment as required in all areas of the building, predominantly set up of the Cafe for operations and delivery
- Always undertake general cleaning to all internal and external areas of the centre to a high standard following health and safety procedures.
- To support the Soft Play Supervisor in planning seasonal menus, researching ideas and offering suggestions for dishes to include.
- To check that items of furniture, fittings and equipment are operating in a safe manner and report defects.
- To report all accidents and incidents in accordance with NLT procedures.
- Maintain daily record sheets, record stock and wastage as required.
- To attend any staff training sessions as required.
- Take food and drink orders and receive payment from customers.
- To maintain accurate and up to date records relevant to the kitchen e.g. fridge temperatures.
- Wash, cut, and prepare foods designated for cooking.
- Clean food preparation areas, cooking surfaces, and utensils.
- Cook and package batches of food for later consumption.
- Cook the exact number of items ordered by each customer, working on several different orders simultaneously.
- Maintain sanitation, health, and safety standards in work areas.
- Responsible for food handling and preparation of foods for consumption and follow comprehensive food hygiene guidelines
- Measure ingredients required for specific food items being prepared.
- Operate large-volume cooking equipment such as grills, deep-fat fryers and griddles.
- Pre-cook items in order to prepare them for later use.
- Prepare and serve beverages such as coffee and tea.
- Prepare specialty foods such as pizzas, sandwiches and other items, following specific methods that usually require short preparation time.
- Read food order slips or receive verbal instructions as to food required by patron and prepare and cook food according to instructions.
- Verify that prepared food meets requirements for quality and quantity.

- Clean, stock, and restock workstations and display cases.
- Order and take delivery of supplies.
- Take responsibility for cash and card takings and operations at the till system for products, cash and card transactions
- Responsible for daily cashing up of takings, balancing cash takings and float daily.
- Responsible for the promotion and sales of Café products at all times.
- Encourage upselling and extra consumption of Cafe products using POS material
- To carry out any other duties which fall within the overall purpose and scope of the job purpose.

STANDARDS

- Develop a culture of excellence
- To act in accordance with, and positively promote, NLT's policies and standards
- Ensure all customers always receive the highest level of service
- Value and take ownership for customer satisfaction
- Keep up to date with all facility programmes and products in order to ensure you provide the latest information to customers
- Continually look to improve the quality of the service we provide
- To carry out duties with due regard for Health & Safety Requirements and Regulations, ensuring Safety is your highest priority. Report any concerns/issues immediately

JOB DEMANDS

Emotional Demands

- Required to respond to customer enquiries, complaints and concerns
- Need to be sensitive to needs of diverse community groups including customers with disabilities.

Physical Demands

- Constant standing/walking
- Occasional stooping, kneeling or crawling
- Occasional pushing, pulling lifting to 40lbs

- Occasional ascending or descending ladders, stairs or ramps
- Constant computer/POS register equipment usage
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine
- Constant reaching, turning and performing precision work around kitchen area
- Constant receiving detailed information through oral communication
- Constant talking, expressing or exchanging ideas by means of the spoken word
- Occasional distinguishing, with a degree of accuracy, differences or similarities in intense or quality of flavours and/or odours
- Constant clarity of vision at near and/or far distances

Working Conditions

- Required to work during evenings and weekends
- Required to provide cover at short notice to ensure continuity of service to the general public

PERSON SPECIFICATION

	Essential/Desirable?	
EXPERIENCE / KNOWLEDGE / QUALIFICATIONS	E	D
Previous catering experience within a commercial setting	✓	
Food Safety & Hygiene Level 1		✓
Food Safety & Hygiene Level 2		✓
Food Safety & Hygiene Level 3		✓
Hold a current First Aid Qualification		✓
Knowledge of health and safety legislation		✓
Knowledge and understanding of safeguarding and best practice		✓
Knowledge understanding of Equality and diversity issues		✓
SKILLS	E	D
Excellent customer care skills	✓	
Able to communicate clearly and effectively	✓	
Ability to act on own initiative or as part of a team	✓	
BEHAVIOURS		
A dynamic performance driven individual with a 'can do', results focused approach and attitude	✓	
OTHER		
A dynamic performance driven individual with a 'can do', results focused approach and attitude	✓	