

**THE BECK THEATRE  
AN HQ THEATRE  
JOB DESCRIPTION – POST OF CASUAL CATERING ASSISTANT**

## **REPORTING**

Casual Catering Assistants report to the Chef, the Catering Supervisor and the Catering Manager. In the absence of the Catering Manager, Catering assistants report to the Duty Manager.

## **PURPOSE OF THE POST**

Assisting the Catering Manager in efficiently and effectively running the Beck theatre's Catering department as a customer-focused proactive operation which maximises all income opportunities; supervising in line with set procedures; and playing an active role in the operation of catering outlets and events.

## **PRINCIPAL ACCOUNTABILITIES**

- Contribution to the efficient running of the catering operation in accordance with the The Beck Theatre's procedures and policies.
- To maintain the highest standards of service and customer care whilst being a visible and accessible catering assistant to guests throughout the theatre, in order to foster good relations and to provide support, advice and assistance whilst ensuring excellent service standards are met.
- Adhere to all statutory and regulatory requirements (including licensing, HACCP & COSHH) whilst maintaining all hospitality equipment to the highest standard, along with the cleanliness of the catering areas to ensure the underpinning of the venues operation, to ensure that HQ Theatres is fully protected at all times
- To help maintain up to date and accurate stock control records by recording wastage and breakages, including cash handling, the security of stock whilst assisting the catering supervisor and catering manager deliver budgeted gross margins and efficient and secure cash handling procedures.
- Attend all necessary meetings as required and participate in training and development so that you can undertake any front of house role in the catering department to ensure the smooth running of the operation at all times whilst keeping communication lines open at all times.
- To maintain the uniform that has been provided to an appropriate standard that will represent the theatre in a positive and professional manner.
- To uphold all necessary working practices and paperwork in line with the company health and safety policies and procedures.
- Other related duties as may from time to time be reasonably required by the Catering Manager.

**This job description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job.**

# HAYES BECK THEATRE

## The Beck Theatre

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Hayes

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### PERSONAL SPECIFICATION ESSENTIAL

- Articulate with excellent communication skills.
- The ability to perform well as part of a team.
- Follow instructions and carry out delegated tasks accurately, effectively and within given time frames.
- Ability to interact with customers in a professional, courteous and positive manner.
- A proven track record demonstrating reliability and good time keeping.
- Computer literacy and familiarity with Microsoft Office.
- Ability and willingness to work on a rota system including evenings, at weekends, and on Bank Holidays as required.

### DESIRABLE

- Experienced in Cellar Management.
- Food Hygiene Certificate.
- Experience with cash handling procedures.
- Previous experience in a busy customer service environment.
- Empathy with the arts and entertainment business.

**Signed Theatre Director** .....

**Signed Postholder** .....