



MISSION STATEMENT; “To assist all young people in reaching their full potential, by offering Christian love through Sport, Creative Activity and Adventure, in a caring, accepting, safe environment - sharing enthusiasm and building respect and self-esteem through relationships.”

## JOB DESCRIPTION – Assistant Dining Room Manager



**CENTRE:**

**Position:** Assistant Dining Room Manager

**Reporting To:** Catering Manager

**Outline:** To supervise, lead and carry out duties in the operation of the dining room and throughout the Centre.

**Responsibilities:**

1. To support the Catering Manager in the daily operation of the Dining Room.
2. Dining room Supervision, including layout, laying up of tables, preparation of servery areas, welcoming guests, serving meals and clearing afterwards.
3. Daily planning and prioritization of tasks, using run sheets on Venue 360 to action group requirements, completing daily paperwork to ensure your team know their tasks for the shift ahead.
4. To ensure the smooth running of the dining room by liaising with group organisers during meal service.
5. To complete casual rotas to ensure they are in line with business levels and budgets.
6. To deal with any issues in the absence of the Catering Manager.
7. To assist with the training of all dining room staff encouraging them to be the best of their ability.
8. Liaise with the Kitchen team and Dining room supervisors to agree dining room procedure.
9. To attend the weekly Thursday meeting when the Catering Manager is unavailable.

10. Handling any complaints and acting upon them to resolve and ensure customer satisfaction.
11. To support the Catering Manager with the cleaning rotas and ensuring all tasks are allocated to staff and completed to a satisfactory standard and in a timely manner.
12. To ensure all staff are wearing the correct uniform and are cleanly presented.
13. Make sure that all coffee points are well stocked and continually monitored.
14. Ensure that the hospitality team maintains food hygiene regulations and health & safety standards as per the company standard and all legal obligations are complied with.
15. To ensure you and your team adhere to safe practice when using chemicals, wearing the appropriate protective equipment where necessary and correct dose used.
16. To assist with stocktaking and ensure there are adequate stocks of crockery, cutlery etc. and cleaning materials.
17. To assist with any aspect that may be required to ensure the smooth running of the Centre as directed by the Catering Manager, General Manager / Head of Centre.

## PERSON SPECIFICATION – Assistant Dining Room Manager

Attributes	Essential	Desirable
<b>Job Specific</b>	<p>Good understanding of a Hospitality environment</p> <p>Must be flexible and adaptable, self-motivated and pro-active</p> <p>Ability to relate with a wide variety of people</p> <p>Be able to liaise and report to management</p> <p>Ability to work independently as well as part of a team</p> <p>Ability to ensure the rotas meet business needs and within budgeted parameters</p> <p>Experience of leading people</p>	<p>Experience of working in a similar environment (catering/hospitality)</p>
<b>Personal Qualities</b>	<p>A committed team player</p> <p>Excellent communication skills</p> <p>Ability to form positive relationships with colleagues</p> <p>Flexible, punctual and reliable</p> <p>Methodical, organised, planning schedules and being able to prioritize tasks.</p> <p>High standards of personal grooming and appearance</p>	<p>Previous experience in a customer services role</p> <p>Competent with computerized systems including word and excel.</p>
<b>Education / Qualifications</b>	<p>First Aid certificate or willingness to learn</p>	<p>Food Hygiene certificate</p> <p>COSHE Training</p>