



JOB DESCRIPTION: Catering Assistant (including general hostel assistant duties)
HOSTEL/DEPARTMENT: Rowardennan Youth Hostel
REPORTS TO: Group Manager, Duty Supervisor

Purpose of Appointment

- Provide professional, proficient, efficient and effective guest service to ensure that each individual's expectations are met or exceeded whilst a guest of Hostelling Scotland in order to maximise the contribution to the profitability of all hostel services.
- Understand our charitable objectives and can commit themselves to place people at the heart of Hostelling Scotland, welcoming all guests through our inclusive and accessible culture, embracing diversity as well as understanding different needs of everyone who has contact with Hostelling Scotland whilst delivering the best possible standards of Customer Service to our guests.

Key Responsibilities of Post

- Ensure that a high standard of guest care is provided at all times.
- Take all reasonable steps to ensure the health and safety and security of the guests and staff at all times.
- Comply with Hostelling Scotland's policies, procedures, instructions and ensure that all required hostel records are kept appropriately to act on your responsibilities as detailed in all current legislation.
- Ensure that the highest standards of uniform, personal presentation and hygiene are maintained at all times.
- Undertaking catering work including all food preparation ensuring maintaining good health and safety and food hygiene procedures

Routine Responsibilities – Catering Assistant

- Ensure to maintain good health and safety and food hygiene policies and procedures to the highest standard.
- Assist the Management Team with menu planning and preparing meals for groups and individuals.
- All food preparation and cooking to order during service times.
- Take charge of the kitchen to prepare and cook meals in the absence of the Management Team possibly up to 50 covers.
- Set up and preparing breakfast items the night before.

- Checking menu items in stock and replenishing these when needed using online supplier ordering system.
- Being able to cook for special dietary and allergy requirements
- Clearing up after hostel meals, including dishwashing and cleaning of dining and kitchen area as well as empty rubbish bins after hostel meals and do recycling as required.
- Prepare and distribute packed lunches when required.
- Following Cook Safe procedure and manages daily, weekly and monthly hygiene checks.
- Monitor HACCP records and ensure that all are kept up to date.
- Cleaning of catering area within recognised statutory standards.

Other Responsibilities – Hostel Assistant

Cleaning

- Clean all assigned public areas and bedrooms as directed.
- Clean public toilets & shower rooms.
- Maintain good health and safety practices, in line with COSHH legislation.
- Deep clean bedrooms, public areas and other specific areas designated by management.
- Complete work projects, including laundry when required, and as assigned by Management.
- Clean and polishes floors, windows, mirrors, vending machines, etc.
- Vacuum, shampoo and remove stains from carpets.
- Remove all litter from public spaces and bedrooms.
- Dust all areas thoroughly.
- Report maintenance requests on a timely basis as required by hostel policies and procedures.

Reception

- Maintain effective routine communications with the Hostel Manager.
- Take computer reservations by telephone, e-mail and customers at reception.
- Provide advice to hostel guests about local and Scottish tourist attractions.
- Actively promote the sale of auxiliary items and additional services, such as bus tickets and city tours.
- Maintain good health and safety practices.
- Providing a full Reception service to Hostel guests, including check-in, guest registration, check-out, handling customer enquiries, and providing information, guidance and support for guests and their onward travels.
- Handle all incoming telephone calls professionally and courteously at all times.
- Sign in external contractors.
- Maintain bed plan and monitor “recent changes”.
- Actively encourage Guests to enroll in full Hostelling Scotland membership at every opportunity, and promote IYHF around the world via the Hostelling International Network.
- Balance cash and all other payments at the end of each shift.

- Be responsible for the float while on duty, and report any discrepancies to the senior person on duty.
- Ensure the Reception area is kept clean, tidy and welcoming to our guests at all times.
- To ensure any marketing and other point of sale is fully stocked at all times.
- To encourage add on sales, including shop sales and commissionable sales at all times.

Others

- Partake in programmes of self and professional development, following liaison with the Hostel Manager.
- Maintain good health and safety and food hygiene procedures.
- Comply with Hostelling Scotland's Policies and Procedures whether communicated verbally, in writing or by electronic means.
- Helping evacuate guests in case of fire or other emergency as directed by the Fire Marshall.
- Attend work on time as scheduled.
- Undertake any other reasonable duties as per requested by Hostel Management.

Due to the nature of role, the post holder may be required to undertake occasional night shift duties. The role also involves some physical activities such as bed making of bunk beds with upper and lower beds, including stripping and turning beds.

This job description is current as at January 2020. It is liable to variation after due consideration and consultation to reflect the inevitable changes to the post, its responsibilities or organisational structures.