

JOB DESCRIPTION

JOB TITLE: Catering Team Leader

DEPARTMENT: Catering

RESPONSIBLE TO: Directors & Operations Managers

WAGE: Discussed at Interview Stage

JOB PURPOSE:

To lead and be part of a team which ensures the efficient running of one of the catering outlets, optimising staff performance and customer satisfaction.

CONDITIONS:

Woodlands is a busy 100acre Leisure & Caravan Park. There are Team Leaders in each of the main catering areas of the Leisure Park: Rays Diner, Lovesgrove Café and the Chicken & Pizza Parlour. This is very much a hands-on job with the Team Leader working as part of the team. The number of staff manning each area varies according to the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays. The Team Leaders work closely with the Operations Manager, Assistant Operations Managers and other staff.

HOURS:

The hours vary according to the time of year to ensure the smooth operation of the Park. The start time is 8.30/9.00am, with the start time in the catering area which serves breakfasts being 8.00/8.30am. At quiet times the finish time is approximately 5.00/5.30pm, in the summer season the finish time is 6.00/6.30pm. Wages can be discussed at the interview stage as would depend on experience and suitability. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and a weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is not an overtime rate of pay. There is a half an hour lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

SKILLS:

1. The ability to communicate with staff and members of the public.
2. Excellent customer care skills.
3. The ability to work as part of a team.
4. An understanding of cooking principals and food hygiene.
5. Common sense and initiative.
6. Experience in a similar role or in a supervisory capacity would be beneficial, however full training will be given.
7. Good organisational skills.
8. Methodical approach with good attention to detail.
9. Cheerful, confident personality with a 'can-do attitude'.
10. Able to work flexible hours.
11. The ability to remain calm and level headed in demanding situations.

WORK TASKS/DUTIES

1. To prepare the catering area for the day ahead (training on Food Hygiene issues will be given).
2. Reporting any faults found in the equipment.
3. Organising lunch breaks and delegating tasks to members of staff to ensure the smooth operation of the area.
4. Monitoring staffing levels and performance in the area, rectifying problems and liaising with the Operations Managers.
5. Implementing and enforcing the cooking/heating/cleaning/storage procedures.

6. Helping members of the public with enquiries and dealing with challenging behaviour and complaints.
7. Frying, cooking and heating fast food, cooking full English breakfasts (Rays Diner only), displaying food correctly, clearing tables and emptying bins.
8. Taking orders for food, taking payments and operating tills.
9. Monitoring supplies, ordering and checking deliveries.
10. Carrying out the closing down procedure and cleaning at the end of the day.
11. Other duties that may arise.