

# PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Job Title: Catering Assistant

Reporting to: Catering Team Leader / Catering Manager

### Main purpose of the role

To ensure the provision of safe meal service and contribute to a great dining experience for all guests and colleagues, providing great customer service in a friendly, fast paced environment whilst meeting PGL standards and procedures.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

### Responsibilities

#### Deliver high levels of food service

- Prepare and maintain dining room standards prior, during and after mealtimes including replenishing condiments, crockery/cutlery, and drinks.
- Efficient and friendly food service from the counter. Liaising with the kitchen to ensure food quantity and quality is maintained throughout service, whilst demonstrating knowledge of portion control.
- Assist in preparing basic breakfast items, sandwich fillings, and salad bar items to meet PGL standards.
- Always adhere to Food Safety and Health & Safety training and instruction provided.

#### Provide a high level of customer service

- Maintain a professional image by being respectful, helpful, and courteous always.
- React to customer comments and complaints in a positive and proactive manner.
- Deal competently with dietary requirements and allergens, as instructed by Line Manager.

#### Maintain standards of cleanliness and hygiene

- Follow food hygiene procedures according to the Food Safety Policy, operating procedures, and training.
- Operate the dishwasher machinery safely and correctly, including organising clearing trollies, loading/unloading the dishwasher, and maintaining the work area.
- Use and store chemicals correctly whilst upholding high standards of cleanliness and hygiene within the catering department.
- Maintain personal hygiene as per PGL's rules, including sickness reporting, uniform, and jewellery, and adhere to all health and safety regulations.

#### Assist with centre specific duties associated with a residential children's activity centre

- Assist in other departments as required for a 'one team' approach on Centre.



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- Assist at other centres across the PGL estate as required.
- Attend any training courses as directed by your Line Manager.

## Useful Information

Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

## Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience in delivering high levels of customer service	✓	
Experience of working with children and young adults		✓
Previous catering / kitchen experience		✓

Skills & Knowledge	Essential	Desirable
Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	
A proficient level of English	✓	

Personal Attributes	Essential	Desirable
Ability to work effectively with others	✓	
Delivers exceptional customer experience	✓	
Acts in a manner that upholds the values of the organisation and benefits our reputation	✓	
Assist and encourage teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

## Additional information

### Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst promoting our B Corp certification.



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This requires personal, departmental and company-wide level participation, through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

## Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

## Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

## Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 27/06/2024

