

Hoghton Tower

Title: Tearoom Cook

Reports to: Front of House and Hospitality coordinator.

General Description of Job: Prepares and cooks food. Provides an efficient and courteous service for customers and visitors. Helps devise new methods of cooking and new menu items. Streamlines work from back of house to front of house. Builds and maintains a good working relationship with Line Manager and the Hoghton Tower team.

Responsibilities:

- Cleans food preparation areas as determined by law and company policy
- Prepares foods to the specifications of the client
- Prepares food before the arrival of guests
- Prepares any necessary sauces or accompaniments before meal service begins
- Checking the optimum standard and quality of food is served.
- Food temperature checks & compliance. HACCP food safety.
- Portions, arranges, and garnishes food based on client preference and to Tearoom specification.
- Assists other cooks/kitchen assistants during the food assembly process
- Seasons food according to recipes or company needs
- Makes adjustments to food items to accommodate guests with allergies or specific diet concerns
- Acts as liaison to front-of-house employees to ensure proper food service temperature
- Operates various kitchen appliance such as an oven, grill, microwave, toaster, pot wash etc
- Estimates expected food consumption and organises preparation
- Communicates food/ingredients orders and requirements daily to line manager to ensure we operate with the correct stock.
- Meets with customers to ensure a great meal experience
- Cleans up after business hours
- Communicates with Line Manager about how to improve meal service.
- Suggests new menu dishes and recipes or alterations based on consumer suggestions or requirements.
- To be available for shifts during open house season, private bookings & events.
- To attend staff meetings & training as required

Required Behaviours;

- Able to work as part of a team, maintaining friendly, positive and professional working relationships with colleagues.
- Provide consistently excellent customer service with a smile.
- Communicate effectively with line manager and team members.
- Follow job lists for each day and work in line with business procedures, ensuring operational efficiency.
- Take pride in our tearoom environment and quality of food served.
- Ensure work is executed to the correct standards in a timely manner.
- To be punctual for shift start times.
- To have highest standards of personal presentation and hygiene
- Appropriate standard of dress according to Tearoom uniform standards.

Health & Safety:

- To adhere to the Trust's health & safety documentation relating to the Tea Room.
- To complete any/all health & safety training required to perform safely in role.
- To ensure that the Trust's health & safety standards are adhered to at all times.
- To be ready for health & safety audits at short notice.

Stock Management

- Ordering and storage of food, beverages and cleaning products liaising with line manager on any additional stock changes or requirements
- To check all deliveries of stocks as they arrive against delivery notes and to record all returns.
- To maintain good relations with all suppliers.
- To control correct location and storage control of foods in line with food safety disciplines.
- To keep an accurate record of all wastage and stock loss for whatever reason.

Person Specification

	Essential	Desirable
Experience	Cooking in a public environment. Working in a food environment. Stock control. Customer Service skills and experience.	
Qualities	A friendly and confident demeanour A sense of responsibility to the ethos of the organisation A flexible approach to working Excellent communication and people skills Ability to articulate self clearly Efficient and reliable	
Knowledge of	Food handling and food hygiene	Current licensing laws
Qualifications	Food Hygiene qualification	Emergency First Aid

Terms and Conditions of Appointment

Job description: The job description is a guide to the duties that the coordinator is required to undertake. They may be changed from time to time by agreement to meet changing circumstances.

Normal hours of work: Normal hours of work are 20.0 hours per week on a seasonal contract basis, outside of open season hours will be as required for events. (Open season runs from the first Sunday in April to the last Sunday in October). During open season you will work 5 shifts per week, this includes weekends and occasional evening events.

You will be entitled to an unpaid break of half an hour each day. Time off in lieu may be taken in respect of hours worked over and above the normal hours by agreement with the line manager.

Salary: £8.50 per hour

Annual leave: Holidays in line with standard variable hours contract. The holiday year runs from 1 April to 31 March. You are entitled to 5.6 weeks' holiday a year, inclusive of any bank/public holidays that you may be permitted to take, calculated at the rate of 1/52nd for each complete week of service remaining in the current holiday year.

Probationary period: This post is subject to a probationary period of three months. There will be a staff review at 3 months and again at 6 months. This period can be extended.