



Job title: Catering Assistant

Hours: Seasonal March - October

Friday, Saturday, Sunday & Monday shifts available 9:30 – 5:30

Midweek shifts during Bucks school holidays 9:30 – 5:30

Reporting to: Business Manager

Salary: £11.44/hour

Holiday entitlement: 28 days including Bank Holidays (pro rata)

Application: Please send a copy of your C.V. together with a covering letter to Louise McLaughlin retail@coam.org.uk

The role

Catering Assistants provide an additional experience to our visitors and act as ambassadors for Chiltern Open Air Museum. They are responsible for preparing and serving high quality food and drink to the public, providing ingredient and allergen information, managing cleanliness and hygiene levels and enhancing our visitors' experience.

Working within a team with a willingness to offer high standards of customer service at all times, our Catering Assistants offer support across admissions, retail catering, and access.

Main duties

- Unlock the catering building, carry out pre-opening cleaning and stock rotation.
- Open required tills for the day.
- Turn on equipment and appliances required.
- Complete checks and paperwork in accordance with FSA regulations.
- Prepare stock and fresh food.
- Maintain health and safety, and accessibility standards.
- Provide a high standard of customer service, answering visitor questions and queries, including allergen and ingredient information.
- Assist COAM volunteers.
- Use COAM radio to deliver messages to other team members when required.
- Maintain high standards of presentation and cleanliness throughout the catering building.
- Ensure stock and packing is stored appropriately.
- Manage queues effectively and professionally.
- Process catering sales, prepare drinks and food as part of a team.
- Effectively manage price corrections and refunds.
- Serve food, clean tables, empty bins, wash up, replenish utensils and stock.
- Cover additional catering facilities when required.
- Close down the till system, switch off all equipment and appliances and lock up catering building at end of day
- Attend and undertake training as required.
- Offer assistance to our admissions and retail facilities when necessary.
- Assist Business Manager with displays, promotions, projects, paperwork, group bookings and other events when required.
- Annual stocktaking.



Person Specification

- A team player.
- Professional and positive attitude, with a willingness to assist and support others.
- Physically able to stand for the duration of the shift and move heavy stock.
- Experienced and comfortable working within a public-facing role.
- Able to stay calm and professional in a busy and occasionally stressful environment.
- Reliable and punctual.
- Available to work weekends and Bank Holidays as this is essential to the role.
- Able to Multi-task.
- Approachable and friendly manner.
- Comfortable with till systems and computers.
- Confident communicator.
- Values Hygiene and organisation.

Desirable

- Previous till experience.
- Good IT skills.
- Current food hygiene certificate.
- Experience of working as part of a team and/or with volunteers.
- Catering experience.
- Flexibility to cover additional shifts at short notice.
- Previous knowledge of Chiltern Open Air Museum.
- Experience working in a fast-paced environment.

Background Information

Chiltern Open Air Museum is an award-winning independent outdoor museum and charity in the Chalfonts, Buckinghamshire that has a collection of 37 rescued historic buildings that were either the homes or workplaces of ordinary people. The Museum is set in 45 acres of beautiful Chilterns landscape and has a working historic farm, livestock, traditional cottage gardens, orchards and woodland.

As an independent charity the Museum receives no government funds. Income is generated through a wide range of activities including – admissions, Annual Pass, events, retail sales, catering, weddings and private hire, experience days, educational visits, filming – and the balance is made up through donations and grants.