



Job Title	Food & Beverage Assistant (MTI & Great Hall)	Job Description Date	March 2023
Department/Team	Facilities/Catering	Reports to	Great Hall Supervisor
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
Role Purpose:			
A Food and Beverage Assistant is predominantly responsible for serving food and assisting with catering duties in the Margaret Thatcher Infirmary and the Great Hall. You will also be required to work in other outlets as required.			
Principal Accountabilities: 8-10 outcomes			
Principal Tasks <ul style="list-style-type: none"> • Prepare serving and dining areas according to specific directions and layout plans established by the catering manager. • Prepares food in an attractive and appetizing way according to the Sous Chef's directions. • Prepare and deliver all refreshments and meals for breakfast, lunch and dinner service. • Liaise with ward staff to ensure patients' needs are met in a timely manner. • Addresses immediate Pensioner concerns, questions and needs in order to provide an optimal experience. • You will be required to work in the MTI and the Great Hall as required by the Supervisors and Managers. • Ensure that communications between the kitchen and service staff are clear and that all request are dealt with efficiently and timely. • To continuously improve the standards of service to all IPs at the MTI by suggesting methods to improve the dining experience in all wards at the MTI and implementing them once authorised. • To create a daily report on wastage after each meal from all the wards at the MTI. • To liaise with the Head Chef at the MTI on a daily basis to make any amendments and improve the service. You will be the main link between the service staff and the kitchen. • Work closely with housekeeping department in the MTI to ensure the staffs are trained and following all procedures for the delivery of the food. • Monitor service of all areas gaining direct feedback from IPs and staff. • Attend messing meetings with MTI team on the services provided. • To attend the weekly Catering Meeting to provide input regarding the progress of service in the wards. • Ensure strict control of the standards and quality in the MTI dining areas, and reporting any shortfalls with action plan to limit them. • To make sure that the dining areas in the wards are kept ready for meal service before the IPs arrive. 			



- To set standards and ensure that all legislation is adhered to in respect to hygiene, health and safety and mandatory training within the MTI catering operations.
- Working as and when required by the management to ensure breakfast, lunch and tea meal services are monitored with spot checks on all services.
- To ensure that required consumables are readily available in both operations.
- To take responsibility for own Health & Safety and for those affected by the post holder's acts or omissions.
- To help the chefs with minor and reasonable tasks in the kitchen (cutting bread, portioning and preparing the trolleys, preparing fruit platter etc.)
- To assist the chefs in administration tasks (printing menus, rotas etc.)
- Delivery and clearing of refreshments for meetings in the MTI Wards and meeting rooms.
- Cleans and sanitizes all equipment, utensils, dining ware, linens, serving ware, and work areas
- Restocks clean equipment, utensils, and equipment to proper storage areas noting any damages and items to be replaced.
- Work in the Great Hall under the supervision of the Great Hall Supervisors to set-up, serve, clean and execute all duties as required in the Great Hall.

Leadership expectations

The role holder is expected to:

Skills Knowledge and Experience

Essential Skills

- Good communication skills
- Customer care focused.
- Able to comply with current legislation with regards to Food Hygiene,
- Ability to work well with other team members and to follow directions from supervisors
- Self-motivated

Desirable Skills

Knowledge and Experience

- Knowledge of basic food preparation techniques

Competences

Qualifications:

- First Aid Qualification
- Food Hygiene qualifications to Intermediate Standard

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.