



## **JOB DESCRIPTION**

### **Cook / Steward** Chef / Steward

#### **Job Purpose**

As an integral member of the COTA team, ensure they contribute to the provision of a quality service adhering to health and safety guidelines at all times.

#### **Main duties/tasks**

- By utilizing resources available, work as effectively and efficiently as possible to ensure the service is provided to the agreed standards
- Maintain accommodation areas in a clean and sanitary condition at all times
- Cleaning, buffering, hovering, sweeping and washing floors, walls and ceilings to be carried out in accordance with company procedures and safe systems of work to the contract specified standard, and recorded in the cleaning schedules
- Ensure all laundry is done to clients satisfaction and contract specification
- Ensure chemical store is kept clean and tidy
- Accompany supervisor on daily and weekly inspections of areas of your responsibility
- Maintain cleanliness of all catering equipment
- Ensure kitchen and all its equipment are maintained in a clean and hygienic manner
- Ensure mess is kept clean at all times
- Assist in the preparation and serving of meals
- Ensure adequate supplies of cutlery and crockery are available throughout service times
- Ensure adequate supplies of galley equipment are available to chefs
- Manage the pot wash area
- Assist in unloading containers
- Adhere to deep cleaning programme
- Notify line supervisor of any defects or maintenance requirements within areas of responsibility
- Ensure all duties and responsibilities are undertaken in full compliance of the Health and Safety at Work Act
- Report all accidents and injuries
- Report any incident of fire, loss, damage unfit food and other irregularities or contract deviations and take such corrective action as may be delegated
- Attend any meetings and/or training courses as may be necessary
- Attend Client and Company training courses as deemed necessary
- Fully support and participate in all Client and company Safety Initiatives

- All training initiatives which are identified are delivered to maintain the existing safe working practices and environment
- Waste segregation in accommodation areas
- Identify personal training requirements
- Taking personal responsibility for closing identified development gaps and future requirements
- Ensure the prompt service of all meals at the required times, to the company's standard and the client's satisfaction and in accordance with the Company's/Client's performance specifications
- All food to be prepared and cooked off to the agreed standards in the agreed amounts and passed to hot press as requested
- Ensure that standards relating to food and cleaning service are maintained at all times, strict attention is paid to the requirement of the Food Safety Act (particularly undertaking and recording of temperature controls and overall food hygiene)
- Manage and rotate stock to ensure food safety and minimum wastage and achievement of contract food costs
- Investigate and report customer complaints immediately and take the agreed corrective action where service gaps are identified.
- Ensure that personal working hygiene standards meet both the company and statutory requirements
- Assist head chef/chef manager in ensuring that any duties carried out under their control are done so safely.
- Manage galley cleaning rotas.
- Assist in menu compilation.
- Ensure all catering equipment is operated and maintained in a safe and clean manner and report any defects
- Assist head chef/chef manager in ensuring catering budgeting requirements are consistently adhered to and the efficient use of all resources is achieved
- Assist Head chef/chef manager with environmental objectives
- Carry out additional duties and any other tasks within your competency, such as the unloading of containers, which form part of the company service to the customer, as requested by the manager

### **Additional Information**

#### **Responsibility for the work of others**

- Guide and support other members of the team.
- Monitor, evaluation and train where necessary for galley stewards
- Organising/planning continuity of work and provision of service
- Monitoring and maintaining levels of conduct and work performance
- Health and Safety, and hygiene standards

#### **Responsibility for Machinery/Equipment/Materials/Consumables**

- Ensure correct use, safe operations and keeping clean and hygienic

- Basic maintenance and preparation for use
- Completing work in terms of all Risk Assessments and Safe Systems of Work
- Knowledge and competency in the use of cleaning materials and chemicals as approved under COSHH regulations ensuring, at all times, that all chemicals are stored correctly according to COSHH regulations
- Working knowledge of Company/Client Safety Management Policy
- SSOW and COSHH
- Training of others in correct and safe methods of use and maintenance of machinery and equipment
- Proper stock rotation (date marking)
- Assist Head chef/Chef manager with
  - Deliveries and orders of all consumables
  - Stock taking
  - Monitoring stock consumption
- Correct and effective use of all consumables

### **Decision Making**

- Identify personal training needs
- Participate in periodical inspections and contribute to the process of identifying and implementing improvements
- Take personal responsibility for closing identified development gaps and future requirements
- Personal competencies are known, understood, adhered to and updated on an ongoing basis
- Ensure the personal working hygiene standards meet both the company and statutory requirements
- Reporting faults to line supervisor or department supervisor
- Ensure, by demonstrating, complete understanding of level of service provided that all catering services are delivered to the required standard including
  - Encouraging feedback from all customers
  - Suggesting improvements where possible
  - Participate in remedial action or improvement opportunities

### **Communication/Contact with Others**

- Reporting faults to line supervisor or department supervisor
- Investigate and report customer complaints immediately and take the agreed corrective action where service gaps are identified.
- Promote the company image
- Communicate efficiently and effectively to clients and colleagues

### **Experience/Qualifications**

- City and Guilds (or equivalent) 706/1 and 706/2
- Two years industry related experience
- Certificate in Food Hygiene and handling of food (REHIS) Mandatory