



SUPERB CATERERS LTD

No. 60 Ghandi Street, Marabella. TEL: 653-1896 / 9286
After Hours: 652-4189 Email: superbcatersltd@yahoo.com

JOB DESCRIPTION

Title: Service Staff

Reports to: Operations Supervisor (On the Job)

Based at: Marabella & Various Job Locations, Trinidad

Working Hours: Flexible, to include evenings and weekends (Offered on a Casual basis)

Job purpose:

To provide service at events, functions, parties, meetings, conferences etc. where Superb Caterers Ltd. is the supplier of food and beverages (usually as part of a team). To represent the company in a polite and positive way, providing excellent customer service and care to the various customers catered to. To aid in preparation of set up for the jobs, serve specific items as required on the day, serving particular sections of the floor as required, aiding with serving drinks, clearing tables, and clearing up after the service/job is completed.

Key responsibilities and accountabilities:

1. Ensure that you report for duty as required to Kitchen Manager/Job Supervisor
2. Assist with any prep for the job as required
3. Work with colleagues and Supervisor to ensure the food stations/drink stations are set up as required
4. Be knowledgeable about the food and the way it is prepared, so any questions from customers can be answered.
5. Serve food and drinks as required in a polite and positive manner. Any specific instructions will be assigned by the Supervisor on the job.
6. Care for customers in particular areas/locations as assigned by Supervisor.
7. Clear tables as required and store crockery i.e. glasses, plates, utensils etc as necessary for return to SC Headquarters.
8. Assist in cleaning crockery etc. if required.
9. Present a positive self image, wearing SC uniforms as required.
10. Observe food hygiene and health and safety guidelines as appropriate.

Person Specification:

- Able to serve food and beverages in a cordial manner so customers have a pleasant experience
- Able to present themselves in a positive and attractive manner
- Able to demonstrate knowledge of the menu, ingredients, and how items are prepared so queries can be addressed during service (training will be provided)
- Able to demonstrate skills such as patience, solid communication and multitasking
- Highly motivated, driven and able to work well as part of a team
- Able to work flexible hours, nights and weekends and at various locations across Trinidad

HRC/July 2017