

## Fodder on the Hoof – Food Preparation Assistant Job Description

<b>Job Title</b>	Fodder on the Hoof – Food Preparation Assistant
<b>Place of work</b>	Fodder on the Hoof at Great Yorkshire Showground, Harrogate HG2 8NZ
<b>Hours of work</b>	Normally working 32 hours over 4 days (Thursday to Sunday) but flexibility may be required. 7.45am start, ready to open at 8am to 4pm close with half an hours break.
<b>Salary and benefits</b>	Competitive hourly rate, 3% employee and 6% employer contribution to pension scheme, 34 days holiday (FTE), subsidised private healthcare scheme, Life assurance of x4 annual salary.
<b>Line Manager</b>	Café Manager
<b>Background information</b>	<p><b>Fodder is the home of tasty, local food, based on the Great Yorkshire Showground in Harrogate.</b></p> <p>Fodder is an award winning shop and café which sells the very best food and drink from Yorkshire. Fodder has an amazing butchery counter, a deli counter laden with fresh pies, pasties, cheese, sweet treats and take away sandwiches. Fruit and veg comes straight from the farms and lots of lovely jams and chutneys alongside freshly baked local bread and mouth-watering cakes. Fodder is the only food hall &amp; café in the UK where 100% of profits go back into supporting farmers through charity – Yorkshire Agricultural Society.</p> <p>Their latest project is Fodder on the Hoof a 1960's style airstream caravan, fully kitted out with catering equipment. Fodder on the Hoof uses all the same top quality local suppliers as the rest of Fodder. With all the sausages and bacon coming direct from the butchery counter.</p>
<b>Job Purpose</b>	<p>A highly motivated enthusiastic person to prepare and serve consistently, high quality food and beverages efficiently in Fodder on the Hoof, whilst offering excellent customer service.</p> <p>To help out other Fodder departments as required.</p>

### **Principal Duties:**

- Offer all customers amazing customer service, actively welcome customers and create a positive experience
- Upsell – to increase sales
- Ensure swift and consistently good service
- Understand and be knowledgeable about how to cook every menu item, the relevant allergen info and suppliers etc.
- Prepare and cook food efficiently in the prescribed manner whilst having regard to cooking times and waiting times for customers
- Correctly package and serve food, quickly, efficiently and consistently – having temp checked hot food
- Carefully manage stock rotation, ensuring all food is correctly dated and stored
- Complete Safer Food, Better Business book and fridge/freezer temperature checks, daily and advise if any issues
- Work with kitchen chefs for daily specials

- Take orders and money to offer a prompt and accurate service
- Be a Barista (full training can be given)
- In quiet periods help the kitchen with tasks that can be undertaken in the Airstream
- Keep inside and outside of Fodder on the hoof clean and tidy; observe and adhere to daily and weekly cleaning schedules
- Communicate well with managers, chefs and all other colleagues
- Ensuring any equipment is used efficiently and safely
- Ensure that all comments or complaints are reported to the Line Manager
- Observe all legislative requirements including those concerning fire, food hygiene, and health and safety at work. Eliminate hazards to safety and to health, and where this cannot be done the hazards should be reported to the appropriate Health and Safety Co-ordinator
- Attend mandatory and other training as required
- Any other appropriate duties which may be added from time to time.
- To work across other departments when required
- Undertake other job related tasks as directed by a Manager when required

### Person Specification

<b>Experience required</b>	Food service, barista and cooking experience would be preferable No formal qualifications are required as training will be given
<b>Skills &amp; aptitude</b>	<ul style="list-style-type: none"> <li>➤ Self-motivated – someone who can be productive; even in quiet times</li> <li>➤ Be committed to exceptional levels of customer service</li> <li>➤ Be organised and efficient</li> <li>➤ Good attention to detail to ensure food is of a consistent and high standard</li> <li>➤ Be friendly and approachable</li> <li>➤ Someone who is passionate about food and this new initiative and is keen to make it more successful</li> <li>➤ Excellent people skills especially the ability to welcome and chat to customers whilst their orders are being prepared</li> <li>➤ Good verbal communication skills</li> <li>➤ Ability to cope with stressful situations in an effective and appropriate manner</li> <li>➤ Good team working skills in a pressurised environment</li> <li>➤ Ability to multitask from cooking, talking to customers, serving food and also taking money</li> <li>➤ Must be able to work longer hours through peak periods such as the Great Yorkshire Show.</li> </ul>