

Job Description- General Assistant(Butchery)

The Role

Milestone are looking for Butchery General Assistants who will play a key role in looking after our customers and ensuring that they receive courteous, friendly and efficient customer service during their visit. They are looking for someone who would go the extra mile for our customers; someone who is hardworking and can adapt to working in a fast paced environment in our Award Winning Premises.

Summary of the Role

The role is to provide excellent customer service by attending to customers' needs in a prompt and courteous manner, prepare a variety of catering duties and assist with the preparation of all meats. The ideal person must perform tasks to a high standard quickly and promptly.

Main Duties

- Assistant the Butchers with preparing cut meats according to established dishes
- Prepare and portioning meats
- Review production schedules to determine variety and quantity of goods
- Ensure that our customers receive customer service that exceeds their expectations at all times
- Help in creating the butchery display and keep the shelves stocked and looking presentable at all times.
- Assist in the merchandising of the butchery area.
- Assist in keeping all butchery utensils, equipment and work areas clean, tidy and well presented.
- Ensuring that all legal requirements are met, including but not limited to, temperature checks, cleaning schedules and food safety procedures.
- Following stock rotation procedures.
- Receives ingredients and other supplies from the main kitchen as required for daily operations.
- Receiving, offloading and organising stock items that are delivered on a daily basis.
- Attends day to day problems and needs concerning equipment and food supplies, detects and ensures disposition of spoiled or unattractive food, defective supplies/ equipment, and/ or other unusual conditions.
- May be required to prepare food for special requirements
- Perform other duties as assigned by the manager in charge.

Environment

The role operates in a face paced high pressure hospitality environment. It may require standing for periods of time, in warm temperatures.

Person Specification

The Person must have:

- You will have a genuine love and passion for food and the food industry
- Previous experience working in a Bakery/ Deli preparing food, displaying food, and customer service
- Have a friendly personality
- Be happy being front of house, at the till, in the kitchen – being proactive and using your initiative to take on the next task
- Be calm and organised, multi-task, and have keen attention to detail and cleanliness
- Confidently build relationships with customers and the existing team members
- Be reliable & trustworthy
- Speak & write clearly in English.
- Must be able to work as part of a valued team
- 1yr previous experience in the last 5 years in a similar environment.
- Relevant catering qualifications
- You must be able to communicate fluently in English (spoken and written) with customers and other staff, and must be willing to undertake the appropriate training supplied by the company.
- A courteous and helpful manner, with an enthusiasm for customer service
- Good communication skills and the desire to give our customers an enjoyable shopping experience.
- Flexibility and positive attitude to work evenings, weekends and within the various sections of the store.
- Applicants must have a valid passport which allows you the right to live and work in the UK without restrictions. You must have a British or Irish bank account & National Insurance number.

Desirable Criteria

- Food Hygiene Certificate
- Food Allergen Training
- HACCAP Awareness/ Training
- Previous Baking experience/ certificate
- Previous catering/ food prep experience