



## Kitchen Team Member

Location: Spring Lakes Watersports & Leisure

Department: Food, Beverage & Events

Reports To: Food & Beverage Team Leader

Career Level: 1

### Role Purpose:

The Kitchen Team Member supports the efficient operation of the kitchen by assisting in food preparation, maintaining cleanliness and hygiene standards, and ensuring seamless service delivery. Additionally, this role supports the Food & Beverage Team Members by occasionally taking orders, making coffees, and operating the till, contributing to exceptional guest experiences.

### Key Responsibilities:

#### Food Preparation & Service Support:

- Assist in preparing food items according to established recipes and standards.
- Ensure food is presented to the highest quality and consistency.
- Support the kitchen team during peak periods by performing tasks such as plating, portioning, and packaging for events or delivery services.

#### Customer Interaction Support:

- Occasionally take guest orders at the counter, ensuring accurate communication of preferences to the kitchen team.
- Prepare and serve coffees and beverages to guests following standard recipes and presentation guidelines.
- Operate the till, process payments, and handle guest inquiries politely and efficiently.

#### Kitchen Hygiene & Maintenance:

- Maintain cleanliness and hygiene in all kitchen areas, including workstations, equipment, and storage.
- Wash and store kitchen utensils, dishes, and equipment after use.
- Follow cleaning schedules and complete tasks as assigned by the Shift Leader.

#### Stock & Inventory Support:

- Assist with unpacking and storing deliveries, ensuring correct stock rotation and minimising waste.
- Notify the Shift Leader or Head Chef of low stock levels or any quality concerns.



## Health & Safety Compliance:

- Adhere to food hygiene and safety regulations, ensuring safe working practices at all times.
- Follow all policies related to handling food, cleaning chemicals, and equipment.
- Report any safety hazards or equipment malfunctions immediately to the Shift Leader.

## Team Collaboration:

- Work closely with other team members to ensure smooth operations in both kitchen and front-of-house areas.
- Support colleagues during busy shifts and events, contributing to a positive and efficient team environment.
- Participate in team briefings to understand daily priorities and expectations.

## Key Interactions:

**Internal:** Shift Leaders, Head Chef, Kitchen Team Members, Food & Beverage Team Members.

**External:** Guests (directly during customer interaction tasks).

## Success Measures:

- **Food Quality:** Consistently prepared food items that meet Spring Lakes' standards.
- **Guest Satisfaction:** Positive guest feedback regarding interactions and service provided.
- **Cleanliness:** A clean, hygienic, and well-organised kitchen environment.
- **Team Contribution:** Positive feedback from colleagues and supervisors regarding teamwork and efficiency.

## Skills and Qualifications:

### Essential:

- Basic knowledge of food preparation and hygiene practices.
- Ability to operate a till and handle customer transactions.
- Strong communication and customer service skills.
- Positive attitude and willingness to learn.

### Preferred:

- Previous experience in a kitchen or hospitality setting.
- Barista experience or the ability to make coffees and beverages.
- Food Hygiene Certificate (Level 1 or above).

## Certifications (Required):

- Food Hygiene Certificate (or willingness to obtain).



### Additional Information:

This role requires flexibility in working hours, including evenings, weekends, and holidays. The Kitchen Team Member contributes significantly to the success of the Food, Beverage & Events Department by supporting both kitchen operations and customer service tasks.

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### Employee:

*"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."*

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Signed

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Full Name

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Date signed

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