

## Kitchen Associate

**Reporting too:** Kitchen Manager/Management Team

**Your role: At a glance** *"Making hungry customers happy!"*

- To provide excellent customer service
- To serve all food to the correct specification
- To adhere to all Wetherspoon Standard Operating Procedures (SOPs) and Company Policies to maintain a clean, safe and legal workplace

The good news is, all the training we provide will teach you everything you need to know to succeed but there are a few **essential requirements** you'll need to start:

- Have PORTW in the country you will be based (UK or ROI)
- Have a bank account in the country you are based (UK or ROI) in your own name
- Be able to converse in English and to understand the language to complete training and other duties associated with your job role
- Have a fixed place of residence within reasonable travelling distance of your place of work
- Basic computer literacy

### **About you:**

- Demonstrate passion and enthusiasm in your role and show commitment to your pub and Wetherspoon
- Have exceptional time management skills
- Have a strong work ethic and be self-motivated
- Have a friendly nature and excellent communication skills
- Be honest, trustworthy and respectful
- Remain calm when working in a high pressure environment
- Adhere to Kitchen Uniform standards at all times
- Receive regular feedback from the management team and achieve any actions agreed

### **A day in the life:**

- Work as a team throughout the business to achieve the company's mission statement. *"To have by far the best CQSMA standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable"*
- To deliver consistently high standards of Cleanliness, Quality, Service, Maintenance and Atmosphere. (CQSMA)
- Be aware of and be knowledgeable about all promotions, events and new products within your pub.
- Ensure that all food is stored, prepared, cooked, served and presented in accordance with company standards.
- Strive to achieve the food delivery time targets at all times.
- Take pride in maintaining the highest standards of cleanliness by adopting our Clean As You Go (CAYG) philosophy. Ensure that the kitchen is cleaned and maintained in accordance with guidelines throughout the day. Always action any points raised on kitchen checks in a timely manner.
- Respond to any customer feedback in a positive and helpful manner, seeking support if required. Feedback all complaints to the management team.
- Carry out any reasonable task as requested by the management team or Wethercentre to meet the needs of the business.

### **In order to keep your working environment safe, legal and comfortable, adhere to the following:**

- Standard Operating Procedures
- Stock control procedures
- All aspects of licensing law, trading standards and customs and excise regulations
- All aspects of food hygiene and health and safety policies
- Equality, Diversity and Inclusion Policy

### **Training and development**

- Complete the associate training programme including ongoing associated online training within the stated timeframes
- Actively attend and participate in regular team meetings and training sessions
- Generate and share amazing ideas for improvements within your pub and the company
- Work as a buddy to support and train new associates
- Embrace change within your pub and Wetherspoon
- Strive to achieve everything you can on the Wetherspoon Action Plan

### **Career Opportunities**

As an associate we are not expecting you to manage, motivate or lead the team however, if you would like to progress within Wetherspoon our **award winning training programme** offers you the skills and knowledge you will need to proceed and succeed. Speak to your Kitchen Manager about the opportunities available to you; they may include:

- Wetherspoon Apprenticeship Academy
- Cross training into a different role (hotel /bar/floor)
- Team Leader training programme
- Shift Leader Academy
- Catering Academy
- Management Academy
- People Management Academy
- Pub Manager Academy

***Learn new things, get recognised for your efforts and gain skills that will last for ever!***