

# *The Hungry Guest* **CAFÉ COOK**

THE HUNGRY GUEST, WEST MALLING

## **About the Role**

Our Café Cook will be able to support the Shop retail team on duty by ensuring that takeaway and table service food prepared on site is produced on a timely basis and in accordance with the Company's expected requirements. Cooking equipment (pans and dishes) are clean and ready for use when required. The ability to accept and put away deliveries, checking dates and rotation of produce. You will demonstrate high hygiene standards and be able to complete a kitchen close-down. You will work with the senior members of the Shop team, demonstrating the skill set required for a smooth, hygienic kitchen operation.

## **About Petworth Places**

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Eat, Stay, Event at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great.

## **Responsibilities**

### **Daily Operations**

- A good understanding of the menus, including daily specials and are able to identify and prepare the relevant ingredients.
- Ensure takeaway and table service products are consistently prepared in accordance with Company guidelines and to expected timelines.
- All takeaway and table service products look best in class — fully stocked with an excellent range of top-quality products.
- Kitchen and equipment are kept in good order and maintained at the highest food hygiene and cleanliness standards (5 star).
- Organisation of allocated kitchen areas to ensure it is clean, hygienic and compliant.
- Ensure that good hygiene practices are followed, is dressed in accordance with policy and arrives for

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work on time.

- Support and mentor kitchen assistants.
- Ensure all compliance records are completed. Appropriate action is taken for any out of spec readings.
- Ensure stock rotation is completed to avoid unnecessary waste of food. Communicate short shelf lives to enable usage before spoilage.
- Ensure all legislative training is completed within the required time scale and as requested by the Manager.

## Service Delivery

- Follow recipes that create dishes that are inviting, appealing and exciting for all guests, which reflects the vision of the business.
- Maintain an understanding of the hospitality industry and food, including awareness of trends and new methods, and generally keeping ahead in the industry.
- Listen to feedback from the Manager and take corrective action where appropriate.
- Ensure the service in the premises is delivered to a high standard, through the delivery of food promptly and within the expected time.

## Customer Awareness

- To react to customer feedback and pro-actively suggest and develop special menu items with the support of the your Manager.
- Actively encourage a great customer experience through your engagement with the team.
- Project a positive, professional and friendly image to customers and co-workers, providing customers with an experience that will ensure they return.
- Understand who the customers are, including their expectations and needs.

## Legal Compliance

Demonstrate excellent personal appearance and hygiene standards and ensure employees on shift contribute to:

- Adherence of personal hygiene standards (hand washing, wearing gloves where required, etc.).
- Workplaces are safe, with any health, safety and hygiene hazards identified and corrective action taken.
- Only use equipment that they have been trained to use and adhere to manufacturers' instructions for the safe use of all equipment; they understand any risks involved in operating machinery and other equipment.
- Employees are aware of specific safe work practices (use of proper footwear, cleaning up after spills, etc.) and adhered to them at all times.
- The shop is kept to a high standard of cleanliness throughout the day and at close of business.
- Take appropriate and corrective action to ensure the shop is pest free.
- Report to the management team any non-compliance of Health & Safety, Fire Safety, Food Safety and Licensing laws as well as any local legislation.
- Ensure any relevant documents are filled and stored according to GDPR (General Data Protection Regulations) legislation.

## Financial Management

- Understand the till functions and uses these correctly to avoid any discrepancies.
- Understand how to access employee and member discount, to avoid customer disappointment.
- Understand and adheres to payment procedures (in particular cash handling) and perform them in an accurate and precise manner.

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## **Marketing**

- Is aware and supports in any promotions and marketing projects.
- Promote shop merchandise and company branded products, prioritising The Hungry Guest brand in all areas.
- Support special events.

## **Communication**

- Display strong communication, interpersonal and decision-making skills understanding team building concepts and techniques.
- Ensure any information is communicated to the management team in a timely manner. (customer feedback).
- Attend meetings where required and contributes in a positive and professional manner.

This document is not intended to be an exhaustive list. Additional responsibilities may arise as the incumbent continually develops and grows the business.

## **Experience and Qualifications:**

The successful candidate will possess the following:

### **Education and Experience**

- A background in customer service, people management and/or food service

### **Desired Qualifications / Skills**

- A friendly, calm approach when dealing with customers.
- Passion for upholding an exceptional customer experience.
- Ability to act in a professional and responsible manner.
- Proactively able to suggest new ways of working.
- Able to manage own time and prioritise effectively.

## **Core Competencies**

### **Accountability**

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

### **Communication**

Listens, speaks and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

### **Customer Service Orientation**

Establishes mutual expectations with clients to ensure satisfaction, going above and beyond to help build a strong relationship. Shows care and timeliness when dealing with client requests; is keen to offer assistance before a request is created.

### **Problem Solving**

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and past experience and knowledge to act appropriately and efficiently.

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## Other Important Traits:

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

- Passion for food, quality ingredients, and travel.
- Interest in heritage, culture, craftsmanship, and artisanal excellence.
- Teamwork skills.
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills.
- Creative 'outside of the box' thinking.

## Key Performance Indicators:

The following results will be indicative of strong performance on the part of the Cafe Cook role:

- The Cafe is fresh, clean, well-stocked and always inviting for customers.
- Stock levels are managed efficiently and avoid wastage.
- All meetings are attended as requested.
- All customer feedback is acted on in a prompt manner and steps are taken to prevent recurrence of any issues.
- All training is attended when booked and keeps a development plan updated.
- Uniform is always worn, clean presentable appearance at all times.
- Hygiene procedures are followed (hand washing, use of tongs etc).

**Location:** West Malling, Kent

**Employment Type:** Permanent, Full Time or Part Time

**Employer:** Market Town Foods Ltd.

## To Apply:

Please send your CV and cover letter to [recruitment@petworthplaces.com](mailto:recruitment@petworthplaces.com)