

## Fodder on the Hoof Assistant Job Description

<b>Job Title</b>	Fodder on the Hoof Assistant
<b>Place of work</b>	Fodder on the Hoof at Great Yorkshire Showground, Harrogate HG2 8NZ
<b>Hours of work</b>	Normally working 40 hours but flexibility required for this position, working 5 out of 7 operational days of the week. 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 (FT staff), subsidised private healthcare scheme, Life assurance of x4 annual salary.
<b>Line Manager</b>	Café Manager
<b>Background information</b>	<p><b>Fodder is an award winning farm shop and café based on the Great Yorkshire Showground in Harrogate. Fodder on the Hoof offers customers great food on the go, with a smile. Lots of customers come regularly – so you will get to know them and their dogs!</b></p> <p>Fodder is run and championed by the Yorkshire Agricultural Society to act as a shop window for local farmers and producers, giving a crucial local market for their produce. The shop is Britain’s first charitable food shop and cafe with all profits re-invested to benefit the rural community. Fodder is dedicated to delivering the best possible service to its customers. We have regular mystery shopping reviews to help maintain our high standards of customer care.</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 in other Fodder departments as required.</p>

### **Principal Duties:**

- Offer all customers amazing customer service, actively welcome customers and create a positive experience.
- Prepare and cook food/serve drinks safely and efficiently.
- Correctly package and serve food, quickly, efficiently and consistently.
- 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.
- 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
- Take orders and money to offer a prompt and accurate service
- Be a Barista and make amazing milk shakes too.
- In quiet periods help the kitchen with tasks that can be undertaken in the Airstream
- Keep inside and outside of Airstream 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 – as we have only run Fodder on the Hoof for the summer we have no idea how busy it will be in winter and so flexibility will be required if we decide to shut Fodder on the Hoof, for a period.**
- 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 ideal. 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>