

JOB DESCRIPTION

JOB TITLE: Ranger (Catering)

DEPARTMENT: Catering

RESPONSIBLE TO: Directors, Operations Managers & Team Leaders

WAGE: Discussed at Interview Stage

JOB PURPOSE:

To serve customers with hot & cold food and drinks, take payments and maintain a clean work environment and pleasant manner.

CONDITIONS:

Woodlands is a busy 100acre Leisure & Caravan Park. There are Rangers employed in each of the catering areas of the Leisure Park: Rays Diner, Lovesgrove Café, the Chicken & Pizza Parlour and the Courtyard Café; there are also Rangers employed in the Ice-Cream & Beverage Shacks throughout the Park. The number of staff manning each area varies according to the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays. Each of the catering areas are managed by a Team Leader who works closely with the staff and liaises with the Operations Manager and Assistant Operations Managers.

HOURS:

The hours vary according to the time of year to ensure the smooth operation of the Park. The start time is 9am-10am and the finish time is approximately 5.00/5.30 pm at quiet times, 6.00/ 6.30 pm in the summer season; the start time in the catering area serving breakfasts is 8.00/8.30am at that time of year. The wage varies according to age and is listed on the enclosed sheet 'Ranger Pay Structure'. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and a weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is a half an hour lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

SKILLS:

1. The ability to communicate clearly with staff and members of the public of varying ages.
2. To be able to explain ingredients, prices, etc to members of the public who may have different levels of abilities, e.g. special needs children and adults with learning disabilities.
3. Good customer service skills.
4. The ability to work as part of a team.
5. Common sense and initiative.
6. Methodical approach with good attention to detail, maintaining high standards.
7. Cheerful personality with a 'can-do attitude'.
8. Able to work flexible hours.
9. The ability to remain calm, level headed and polite in demanding situations

WORK TASKS/DUTIES

1. To help prepare the catering area for the day ahead, carrying out any cleaning required (training on Food Hygiene issues will be given).
2. To report any faults found in the equipment to the Team Leader.
3. To ensure that the area is kept clean & tidy and free of obstacles throughout the day.
4. Frying, cooking and heating fast food, cooking full English breakfasts (Rays Diner only), displaying food correctly, clearing tables and emptying bins.
5. Taking orders for food, taking payments and operating tills.
6. Carrying out the correct cooking/heating/cleaning/storage procedures as directed by the Team Leader.
7. Helping customers with their queries and giving directions.
8. Assisting with the closing down procedure and cleaning at the end of the day.
9. Other duties that may arise.