

**Job Profile**  
**Preparation / Serving Staff (Fish & Chip shops)**

**Job Purpose** To provide an optimum level of customer service through the counter service of fish & chip products and preparation duties in a high volume, busy environment.

**Key Responsibilities and Accountabilities**

Responsibilities

Providing excellent counter service to fish & chip shop customers in either of our two fish & chip shops.  
 Contributing as a team member to the production of all fish & chip shop products.  
 Assisting with kitchen preparation and cleaning duties.  
 Selling local traditional ice creams from a street cart when required  
 Contributing to the collective monitoring of stock levels.  
 Opening and closing of either fish & chip shop, retaining responsibility for keys if required.  
 Cooking F&C shop products (when trained to do so) using two different range and oil types.

Accountabilities

To personally adhere to internal audit standards/controls and cash handling procedures.  
 To comply with the current 'food & drink operational document'.

Dimensions

Serving up to 800+ Museum visitors per day  
 Working across two shop type locations

Working Relationships

Daily interaction with our visitors  
 Constant interaction and communication with other preparation/serving staff.  
 Direction from the Unit Manager.  
 Working with other food & drink units as required.  
 Reporting and discussing minor issues with the GM food & drink if / when required.

**Person Specification**  
**(competencies, qualifications & experience)**

Essential

- Retail food service in a similar environment.
- Experience of and enthusiasm for delivering a quality iconic product.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- Ability to use mental arithmetic in cash handling.
- Ability to work as a team player under pressure.

Desirable

- Recognised industry training/qualification.
- An interest in the work of the Museum.
- Basic food hygiene certificate.

Reports to: Chip Shop Manager (Unit Manager)  
 Direct reports: None  
 Hours: Fixed-term and part-time (5-20 hpw contracts available) plus casual

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