



## Catering Assistant

### About us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

**We own, operate or programme some of the world's most iconic venues;** ATG Entertainment manages 64 venues across Britain, the US and Germany.

**We are the world leader in theatre ticketing;** We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

**We present the world's best live entertainment in our venues;** working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

**We produce award-winning shows;** our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

### Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

### Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

### A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email [recruitment@atgertainment.com](mailto:recruitment@atgertainment.com) for a confidential discussion.

## The Catering Assistant Role

As a Catering Assistant, you will work as part of the kitchen and front of house team, reporting to the Hospitality and Events Manager and the rest of the Customer Experience Management team. The role will be multifunctional and will encompass training in all aspects of food service in the Pizza Al Teatro, from cooking fresh pizzas to delivering great customer service to our customers.

### Key responsibilities

- Maintaining high standards of food safety and hygiene, both personally and within the food service areas.
- Preparing the kitchen and pizzeria for service.
- Cooking and presenting fresh food dishes in accordance with training provided.
- Deliver excellent service and quality food and beverages.
- Know and understand our sales targets and KPI's and work to exceed them.
- Be the face of the Liverpool Empire and Pizza Al Teatro, and provide an unforgettable welcome and overall experience for our customers, helping and assisting them in any way you can.
- Proactively identify risks and take appropriate actions to keep everyone safe.
- Ensure the company's Risk Management policies and guidance are complied with and you are up to date on your Food Hygiene training.
- Adhere to all legal health and safety requirements along with understanding and implementing food/drink allergens.
- Work collaboratively as a team member and work well with others to ensure all required tasks are completed.
- Proactively identify tasks which need to be done and take responsibility for completing them.
- Work alongside your team members to create a friendly and welcoming environment.
- Maintain up to date knowledge of the menu and products, as well as wider knowledge of the venue and upcoming performances relevant to the customers.
- Proactively suggesting and upselling food and beverage.
- Monitoring stock levels and liaising with the Food Service Manager to ensure we have adequate stock for our customers.
- Maintaining cleanliness to the kitchen and pizzeria to the highest standards.
- Any other responsibilities needed to carry out the day-to-day service and standards of Pizza Al Teatro.

### Everyone's responsibility

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

## **Your skills, qualities, and experience.**

We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We are able to provide training where necessary.

### **Essential**

- A can-do attitude, being proactive in the workplace
- The ability to multitask duties in a fast-paced environment
- Level 2 Food Safety & Hygiene certification (or a willingness to undertake it)
- Attention to detail
- Adaptability to change and willingness to embrace new ideas and processes
- Team player qualities
- Good communication
- Understanding of allergens and dietary requirements, and the importance of them in a food environment

### **Desirable**

- Basic cooking skills (training provided to deliver and maintain standard)
- Knowledgeable about fresh food ingredients
- Awareness of manual handling techniques (training provided)
- Awareness of Control of Substances Hazardous to Health Regulations (COSHH) and chemical safety (training provided)
- Understanding of kitchen equipment
- Understanding of cleaning kitchen equipment and surface areas
- Experience of dangerous equipment such as knives, food processors and knowing how to safely handle them (training provided)
- Experience working within catering, hospitality, restaurants, hotels, or a cleaning background