

## **Training Matrix – Catering team member – Student Staff**

### **Mandatory Training:**

Mandatory onboarding and induction training	
Training title	Content
Licensed Trade Induction	At an SU venue, led by managers in the Licensed trade team and HR. Presentation and group work.
Fire evacuation training	At SU building, led by Trading Services venue operations manager.

Online training	
Training title	Content
Manual handling	Your back during Manual Handling; Daily Tasks; LITE Assessment; Techniques
Working in Licensed Trade premises	The Licensing Act and its aims; Age Verification Process; Best Practice Working
Food safety and hygiene training	Food Hazards and Food Poisoning; Personal Hygiene; The 4 C's of Food Safety; Procedures and Premises.

Job role training	
Training title	Content
Team training session at venue	Attend and complete team training session at primary venue with venue manager, passing all criteria.

### **Knowledge and tasks you will complete whilst at work:**

Area	Tasks/Knowledge
General	Knowledge of signing in procedure, shift swap procedure, key points of contact
	Appearance, attendance, punctuality of high standard, and following SU policy of no phones, food, cash
Kitchen porter skills	Ensuring kitchen is stocked with clean cutlery/crockery/utensils for full service and maintaining levels throughout shift
	Setting up Glasswasher & Dishwasher
	Changing Dishwasher/Glasswasher chemicals
	Closing and cleaning Dishwasher/Glasswasher
	Closing down KP area to venue checklist - request Duty Manager check daily
	Ensure KP area is kept at a high level of cleanliness throughout shift
	Assist the kitchen team in accepting deliveries, portering items into the kitchen, organising venue storage areas.

### **Further training opportunities:**

Area	Tasks/Knowledge
Kitchen assistant skills	To assist Kitchen Supervisor on creation of all menu dishes in a timely fashion
	Demonstrate understanding of venue HACCP procedures
	Prep food to required level for service, ensuring waste is kept to a minimum

	Demonstrate understanding of kitchen paperwork; Fridge/Freezer Temps, Food Temps, Waste Record & Cleaning checklists
	Closedown of Kitchen following venue checklist - request Duty Manager check daily
	Demonstrate understanding of FIFO and kitchen storage policy - Daydotting and defrost procedures
	Report any breakages, stock issues or customer complaints to Kitchen Supervisor straight away
	TK Basic Food Quiz ( 100% Completion )
	TK Advanced Food Quiz ( 100% Completion )
	PH Food Quiz ( 100% Completion )

*Supervisor training programme and Duty Manager Development programme information is available when we recruit student staff for these opportunities. These opportunities occur in November and February each year. For more information please contact your line manager.*