

Job Description:
Barista / Catering Assistant

|  |  |
| --- | --- |
| Function: | Retail |
| Job:  | Barista/Catering Assistant |
| Position:  | **Barista/Catering Assistant** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Deputy Operations Manager  |
| Additional reporting line to: | Supervisors |
| Position location: | York St John University  |
|  |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To deliver the perfect cup of coffee to every customer in line with brand standards
* To deliver excellent core feeding service.
 |
|  |
| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY17: |  | EBIT growth: |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce |  |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: | n/a | HR in Region  |  |
| Cash conversion: |  |
| Characteristics  | * **Customer & Client Focus**; Deliver exceptional customer service to build valuable long term relationships with colleagues, customers and clients
* **Impact & Influence**; Communicates to build relationships and interacts appropriately with others
* **Continuous Improvement**; Seeks to raise standards and improve quality of performance and service
* **Working with others**; Works effectively and professionally with others to achieve the desired results
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Executive Head ChefExecutive Head ChefExecutive Head ChefExecutive Head ChefAccount Manager / Deputy Operations ManagerBarista/Catering AssistantSupervisors |

|  |
| --- |
| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * To deliver the highest levels of customer service in line with brand standards
* To produce and serve all drinks to brand standards and recipes
* To produce and present all food to brand standards
* To sell and demonstrate product knowledge by advising the customer/answering queries and suggesting products to the customer as part of the ordering process. Act on initiative to optimize sales to the customer
* To operate the till in line with brand till operation and cash handling procedures
* To maintain customer areas to company standards
* To attend work at designated shifts (time and attendance)
* To attend team meetings as required
* As part of the model day-to complete the daily walk-around and rectify/notify areas of non-compliance
* To complete all tasks required by the daily cleaning schedule
* Maintain stock levels/availability by replenishing display/fridges within company

guidelines/planograms, rotating stock to ensure compliance with company health and safety guidelines  |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To undertake occasional duties outside normal routine but still within the scope of the position and the department activities
* To complete any administration as requested including food temperatures, wastage, delivery checks and cleaning schedules
* Promote a good company image to customers and guests by using positive customer service practices
* To report any complaints or compliments and take action if at all possible
* To report any incident or accident, fire, theft, loss or damage and take action as may be appropriate
* To carry out daily float checks and cashing up processes and report any discrepancies immediately
 |

|  |
| --- |
| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Evidence of positive customer relationships
* Evidence of a good relationship with colleagues
* Evidence of learning and development within the role
* Evidence of a contribution to the cleaning and maintaining of the work area
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Enthusiasm to execute outstanding customer service
* Friendly manner
* Communicate confidently with customers
* Flexible approach(ability to be multi skilled)
* Honest and open
* Willing to learn
* Ability to work within a team and individually (dependent on volume of shift)
* Presentable
* Reliable/committed – delivery of shifts
* Flexible/committed to be available for shifts
 |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
|

|  |  |
| --- | --- |
| ***People*** | Lead by example and push standards, develop a team of proactive employees |
| ***Other*** | Engage the school stake holders and ensure expectations are achieved |

* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
* Anything else you are reasonable requested to do, in the delivery of a contractual catering service
* Shows initiative
 |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version |  | Date |  |
| Document Owner |  |

 |