Job Description:
Greggs Team Member

Function:	Healthcare
Job:	Retail
Position:	Greggs Team Member
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Greggs Supervisor
Additional reporting line to:	Greggs Assistant Manager
Position location:	Queens Hospital

1. Purpose of the Job – State concisely the aim of the job.

- Delivering Great Customer Service

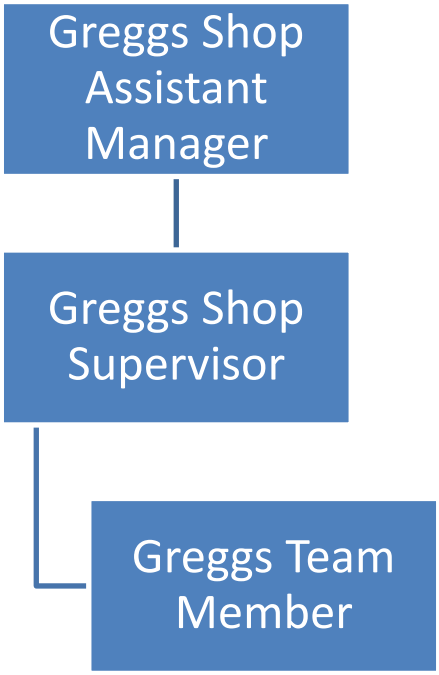
2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a
		EBIT margin:	tbc				
		Net income growth:	tbc			Outsourcing growth rate:	n/a
		Cash conversion:	tbc				

		Region Workforce	tbc
		HR in Region	tbc

Characteristics
- Outlet Budget Maintained

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.



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.

- Deliver a fast and friendly CUSTOMER EXPERIENCE to every customer consistently
- Work as a TEAM focused on delivering a fast & friendly customer experience
- Achieve consistently high STANDARDS to meet customers' expectations
- Deliver relevant added-value to customers to increase SALES
- Support PROFIT through effective cost control
- And not just doing these things well; doing them BRILLIANTLY

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Deliver a fast and friendly Customer Experience putting the customer at the centre of shop operations •
- Support the Shop Manager in the development of a high performing TEAM focused on delivering a fast & friendly customer experience
- Achieve consistently high STANDARDS to meet customers' expectations
- Deliver relevant added-value to customers to increase SALES
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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.

SERVICE

- I always deliver a fast and friendly service to my customers.

- I put my customers before anything else.
- I know and understand our products and promotions and confidently talk to my customers about them.
- I am enabled to “Fix it Now” for my customers.
- I create “Magic Moments” for my customers.

TEAM

- I keep up to date with all the communications, and actively support business initiatives.
- I understand my role and responsibilities. As a result I am self-sufficient and able to offer support to the team.
- I take responsibility for my learning and keep up to date will all core and compliance training.
- I support the team by working efficiently to complete all tasks to standard and on time.
- I work in line with the Values, creating a good environment to work in.
- I follow all company absence procedures.

STANDARDS

- I use SHAPE criteria to achieve great standards.
- I produce sandwiches on time and to agreed standards.
- I follow the Savoury Bake Plan ensuring I produce freshly baked savouries throughout the day following the little and often principles.
- I carry out the daily checks and cleaning requirements to ensure we deliver great hot drinks.
- I keep myself, team and our customers safe by following company Food Safety, SHE and Loss Prevention procedures

SALES

- I am aware of my individual targets, and use appropriate selling skills to achieve these on a daily basis.
- I actively look for sales opportunities in my shop and take action on them; this drives sales and ensures we achieve our sales target.
- I keep up to date on my shop’s performance, and work with the team to achieve sales targets.
- I engage in company competitions and incentives to drive sales and increase customer experience/loyalty.

PROFIT

- I follow ingredient usage guides to minimise ingredient variance.
- I use EPOS accurately to minimise product variance, this supports the order replenishment system.
- I follow our switch on/off guide to ensure energy usage is controlled.
- I follow all Loss Prevention procedures and processes

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Ability to communicate effectively with team members and line manager
- Understanding of relevant Health & Safety, Employment and other legislative requirements
- Experience of implementation and adherence to HACCP
- Experience dealing with branded outlets is desirable
- Strong attention to detail and adherence to standards

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			