

Job Description:

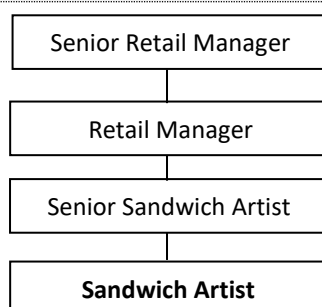
Sandwich Artist (Subway)

Function:	Retail
Position:	Sandwich Artist
Immediate manager (N+1 Job title and name):	Retail Manager – Holly Morris
Additional reporting line to:	Senior Retail Manager – Phil Winlow
Position location:	Royal Stoke University Hospital

1. Purpose of the Job

- To support general food preparation of Subway produce, build Subway sandwiches and provide a high standard of customer service to our guests. Maintain appearance and quality set out in both Subway and Sodexo brand standards, policies and procedures.

2. Organisation Chart



3. Main Assignments

- Complete production of Subway produce for daily service in line with specification
- Food storage and prep complying with Subway and Sodexo standards
- Receive, check and store deliveries
- Maintain a safe working environment for staff and guests
- Maintain personal hygiene and uniform standards in line with brand expectations
- Deliver high standards of customer service standards, ensuring survey results are achieved
- Promote both Subway and Sodexo brands at all times
- Operation/Declaration of the till daily, capturing all revenue and bread count at end of service
- Attend monthly Sodexo Great Training Program, annual appraisals and competency checks
- Maintain stock rotation in all store locations, minimising risk of waste or spoilage
- Be aware of current Promotional Activity and ensure adequate stock holding of product lines
- Upsell additional products to guests following training set out in the online Subway University
- Undertake other duties and projects requested by management in order to ensure the smooth running of Subway/Retail Operations.

4. Accountabilities

- Maintain high standards of customer service promoting the brand at all times
- Maintain Food Safety standards in line with Subway and Sodexo Food Safety Policies
- Maintain safe working behaviours and practices of all staff in line with Sodexo H&S, Food Safety and Job Specific training

5. Ideal Candidate

- Previous food preparation and service experience
- Previous experience in a fast-paced customer facing business
- Previous Subway experience.
- Level 2 Food Safety preferable
- Good standard of literacy and numeracy
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Ability to work effectively as part of a team

Management Approval

Version		Date	24/05/2021
Document Owner	Phil Winlow – Senior Retail Manager		