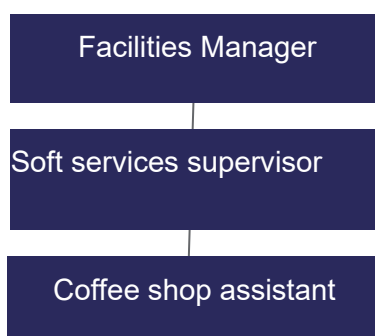


JOB DESCRIPTION

Position Title	Coffee shop Assistant	Department	Facilities Management
Generic Job Title	Catering and retail Assistant.	Segment	Government services
Team Band	Un banded	Location	Liverpool
Reports to	Soft services Manager	Office / Unit name	HMP Altcourse

ORGANISATION STRUCTURE



Job Purpose

30-hour contract

- To serve hot and cold refreshments
- To ensure the coffee shop is cleaned to food hygiene standards
- To deliver the highest standards of customer service.
- To ensure the coffee shop is stocked to planogrammes.

Accountabilities

- To collect stocks, from the main kitchen and delivery to the coffee shop.
- To set up the coffee shop with stock
- To heat water and foods ready for service
- To complete food journals with temperatures etc.
- To follow HACCP procedures.
- To stock rotate foods, drinks, confectionary and snacks
- To help in the staff restaurant during quiet times.
- To assist the visits staff with special, events.
- To clean down after service completing closing checks
- To lock and secure the coffee shop at the end of service and open at start of service.
- To wear given uniform which must be kept clean.

- To ensure health and safety practices are always followed.
- To ensure company policies and procedures are followed.
- To complete training as and when required.
- To balance cash to till readings and complete documentation.
- To ensure sales are correct when inputting into the till.
- To recycle in line with company procedures
- To manage waste
- To deal with customer complaints.
- To cash up at the end of the night.

Key Performance Indicators (KPI) targets.

- To ensure cleaning is completed in line with cleaning schedules.
- Minimise customer complaints
- Sales balance to stock usage.
- Sales balance with till readings
- Waste is kept to a minimum.
- Documentation is completed on time.

Areas of contract

Visits coffee shop
Saff restaurant
Main Kitchen

Skills, Knowledge and Experience

Essential

- Must be prepared to work with a prisoner
- Health and Safety Procedures must always be followed.
- To Identify the standard/result required for a task and complete it accordingly.
- To Support the team to achieve work goals, etc.
- Must have knowledge of working a till.
- Must be able to count, balance cash and change
- Must have a basic knowledge of food hygiene.

Desirable

- Ability to work under one's own initiative.

Contextual or other information

- To adhere to any reasonable management request
- To assist other team members to ensure all work duties are carried out to the specified standards
- To be flexible to cover holidays and absence
- To always be security conscious
- Always working confidentially and professionally.
- To ensure the locking of gates and doors as per the security protocol.

Document owner	Marion Collins
----------------	----------------

Sign off

Job holder name:		Line manager name:	
Job holder signature:		Line manager signature:	
Date:		Date:	