

Job Description:

Food Service Assistant

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| Function: | Retail |
| Position:  | Hospitality Coordinator  |
| Immediate manager (N+1 Job title and name): | Retail Manager – **Jolanta Wrzesniak**  |
| Additional reporting line to: | Senior Operational Manager – Sabina Isovic  |
| Position location: | Royal Stoke University Hospital |
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| 1. Purpose of the Job  |
| * To complete all aspects of food preparation and service within the Sodexo Hospitality & restaurant,. maintaining safe working practices in line with Sodexo Health & Safety/Food Safety policies and procedures. Also to support with Front of house duties when required
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| 2. Organisation Chart  |
| Senior Operation Manager Retail ManagerRetail Supervisor **Food Service Assistant** |

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| 3. Main Assignments  |
| * Support preparation of retail/food produce for daily service in line with specification
* Food storage and prep complying with Sodexo standards
* Maintain a safe working environment for staff and quests
* Maintain personal hygiene and uniform standards in line with Sodexo personal hygiene policy
* Deliver high standards of customer service standards, ensuring feedback and survey results
* Operation/Declaration of the till daily capturing all revenue
* 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
* Maintain Allergen Safety/knowledge at all times to ensure guest safety
* Upsell additional products to guests to drive positive sales growth
* Undertake other duties and projects requested by management in order to ensure the smooth running of Subway/Retail Operations.
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| 4. Accountabilities  |
| * Maintain high standards of customer service promoting the brand at all times
* Maintain Health & Safety and Food Safety standards in line with Sodexo Safety Policies
* Maintain safe working behaviours and practices of all staff in line with Sodexo H&S, Food Safety and Job Specific training
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| 5. Ideal Candidate  |
| * Previous food preparation and service experience
* Previous experience in a fast-paced customer facing food/retail business
* 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
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|  Management Approval  |
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| Version |  | Date  | 10/02/2025 |
| Document Owner | Sabina Isovic – Senior Operations Manager  |

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