

Job Description:

Costa Barista



Function:	Retail
Position:	Costa Barista
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	General Manager
Position location:	Birmingham Children's Hospital

1. Purpose of the Job

- To complete all aspects of food & drink preparation and service within the 'We Serve Costa' outlets, maintaining safe working practices in line with Sodexo Health & Safety/Food Safety policies and procedures.

2. Organisation Chart



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 guests
- 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.

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

5. Ideal Candidate

- Previous food preparation and service experience
- Previous experience in a fast-paced customer facing food/retail business
- Costa/Coffee Barista 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	Senior Retail Manager		