

JOB DESCRIPTION

Function:	Retail
Position:	RETAIL ASSISTANT
Immediate manager	Catering and Retail Supervisor
Additional reporting line to:	Catering and Retail Manager
Position location:	Hereford

Purpose of the Job

- To work with a team delivering a high quality service to Herefordshire NHS patients, staff and visitors
- Ensure the requirements and standards laid down in the contract are maintained within the constraints of the hours of the contract.
- To strive to meet all targets set and develop business to the highest standards.

Main assignments

To work in the Retail Outlet, providing and delivering high quality service in line with company guidelines dependent on Outlet requirements.

- Preparation of food service counters
- Maintain presentation of food & stock while on display
- Replenishing food during service and dealing with payment transactions from customers
- Probing of all food temperatures and recording during service adhering to food hygiene legislation at all times
- Carry out the serving of food and beverages to customers at the display counter
- Maintain and understand portion control where applicable
- Carry out associated clearing and cleaning duties
- Complete waste sheets at the end of service
- To assist team members in preparation of opening and closing the retail outlet

Accountabilities

- To maintain the health & hygiene and food safety standards at all times and maintain all hygiene records and documents as per HACCP.
- To use safe systems of work at all times
- To attend training as required
- To attend scheduled meetings as required
- Carry out routine administration tasks as required
- To report any defective equipment as per the laid down system
- To provide accurate and relevant information for processing wages
- Provide cover as necessary in times of staff shortages
- To carry out all monitoring of the kitchen areas, if requested
- To carry out reasonable requests made by a senior member of the Sodexo team as required operating the service in line with contractual requirements.
- To establish excellent relationships with customers and staff whilst ensuring their health, safety and welfare
- To comply with the Company's Policies and Procedures
- To maintain up to date records

Skills, Knowledge and Experience

- Manual Handling training
- Ability to follow instruction
- Effective communication skills
- Effective organisational skills
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Basic Food Hygiene Certificate