

Job Description:

Costa Barista



Function:	Retail
Position:	Barista /catering assistant
Immediate manager (N+1 Job title and name):	Costa Manager
Position location:	SMH

1. Purpose of the Job

To assist the organisation in providing patients, staff and visitors with high quality person centred and safe catering service, by assisting with the preparation of food stuffs and contributing to the operation and clean-liness of catering / Costa food prep area , dining rooms, cross working in other outlets and associated equipment whilst supporting the production, portioning, distribution and services of meals and snacks. The post holder will provide a high standard of service in accordance with the contract specification as directed by your line manager .

- take responsibility for delivering brand standards at all times by ensuring that the store is opened/closed & operated in line with all company standards, policies & procedures.
- To ensure that all relevant checks, standards, food and health & safety checks are completed and that all necessary remedial action is taken or issues escalated as required.

2. Organisation Chart



3. Main Assignments

- Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photograph on at all times.
- While on duty staff are to wear only Sodexo uniform and maintain your uniform in a clean and tidy state at all times, you must always have a clean, spare tabard/ apron at work with you in case of spillages.
- Maintain a high standard of personal hygiene in accordance with company policy and the Food Safety Act at all times
- Ensuring accurate portion control whilst maintaining attractive presentation of food at the point of service.
- Maintaining all hygiene records and documentation. (HACCP)
- Ensuring the prompt removal of packaging and waste food to designated areas.
- Be fully conversant with the correct operation and cleaning procedures of all equipment you may be required to use.

- To ensure that all brand standards are delivered throughout the shift to ensure complete customer satisfaction – completing all relevant checks, standards, food & health and safety checks and taking necessary remedial action or escalating as required.
- To work with the team on shift to deliver the best Costa experience to every guest.
- To effectively deliver Costa Franchise standards.
- Observe all statutory Health and Safety and Food Hygiene regulations. Post holders are responsible for reporting any hazards that are encountered in the workplace. Post holders are also responsible for reporting to your supervisor any equipment which is in need of repair.
- Adhere to Sodexo and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety.
- Co-operate with service supervisors , managers to maintain safe systems and safe workplaces.
- Report any accidents/incidents or ill health, failings in premises equipment or personal protective equipment.
- Post holders should not interfere with any equipment provided to ensure Health and Safety.
- Post holders should not to attempt to carry out tasks or repairs beyond their competence.
- At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their supervisor or line manager.
- This is not a comprehensive list of your duties as a Barista or Catering Assistant but is a broad overlay of your expected duties and responsibilities.

4. Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Fully stocked shop / following FIFO at all times on your shift / handover before finishing shifts
- Managing food allergens safely
- Following calories legislation
- Due diligence records done per Company policy
- Upselling of compliant products
- All core standards followed
- Other:
Understand and achieve a pass in the quarterly Costa audits, 90% pass rate
Achieve Green in Safeguard Audit

5. Person Specification

- 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
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role

Management Approval

Version		Date	20/01/25
Document Owner			