

Job Description:

Costa Barista

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| Function: | Retail | |
| Position: | Costa Barista | |
| Immediate manager  (N+1 Job title and name): | Retail Manager – **Holly Morris** | |
| Additional reporting line to: | Senior Retail Manager – **Phil Winlow** | |
| Position location: | Royal Stoke University Hospital | |
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| 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. | | |
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| 2. Organisation Chart | | |
| Senior Retail Manager  Retail Manager  Retail Supervisor  **Costa Barista** | | |

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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 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. |

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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 * 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 |

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| Management Approval |
| |  |  |  |  | | --- | --- | --- | --- | | Version |  | Date | 24/05/2021 | | Document Owner | Phil Winlow – Senior Retail Manager | | | |