

JOB DESCRIPTION

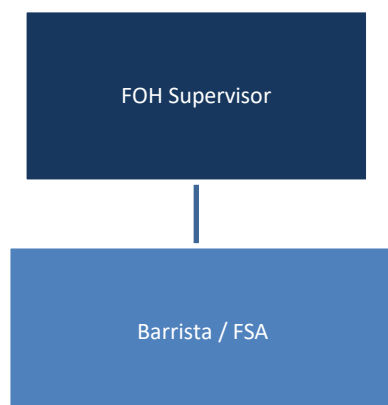
CHEF DE PARTIE

Function:	Catering
Position:	BARISTA / FSA
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	FOH Supervisor
Additional reporting line to:	Site Lead
Position location:	Shell, Silver Fin

1. Purpose of the Job

- To provide excellent customer service from the preparation, presentation, service of food to the Client and Sodexo's satisfaction within the Scope of Work
- To work on own innovative and be able to work alongside and develop the junior team members.
- Deliver new ideas and innovations to the food and retail offer
- Manage stock control

2. Organisation chart



3. Key Performance Indicators (KPI)

- To deliver consistent level of service, within the company standards, to the contract specification and agreed performance, qualitative and financial targets.
- Comply with all company and statutory regulations relating to environment, food safety, safe systems of work, health and safety, hygiene, cleanliness, fire and COSHH
- Ensure that Sodexo's good name for food delivery and service is always upheld.

4. Accountabilities

- Comply with all company and client policies, Procedures and statutory regulations, including human resources, site rules, environment, food safety, health & safety, safe working practices, personal hygiene, cleanliness, fire, COSHH. This will include your awareness of any specific hazards in your workplace.
- Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.
- Serve food to customers and guests as directed.
- Assist with the replenishment of food and equipment to ensure service periods do not stop.
- Assist with hygiene cleaning utensils, work area after service times
- Assist with the implementation and completion of cleaning tasks as outlined in cleaning schedules to agreed standards.
- Promote Friendly working relationship with colleagues
- Promote good company image to customers and guest by using positive customer service practises
- To undertake occasional duties outside the normal routine but within the scope of the position and department activities
- To report any complaint or compliment and act if at all possible.
- Deliver budget objectives, limit food waste as much as possible and provide innovations to improve profitability

5. Essential Person Specification

- Good communication skills
- Experience of working in a similar industry such as food service, catering or hospitality
- Previous Food Handling experience
- Ability to adhere to all health & safety practices
- Strong Customer service skills
- High levels of personal hygiene and appearance.
- Reliable and honesty essential

Desirable

- *Intermediate Certificate in general hygiene*
- *Experience of working in an environment where compliance to standards is key*
- *Experience of dealing with the public*

6. Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Innovation and change
■ Brand Notoriety	■ HSE Compliance
■ Continuous improvement	■ Food Safety Compliance
■ Working with Others	
■ Learning & Development	

Employee Name (PRINT) -----

Employee Signature -----

Issued By: -----

Date: -----