

Job Description:
Barista

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| Function: | Operations  |
| Position:  | Barista |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Catering Customer Service Lead |
| Additional reporting line to: | Operations Manager |
| Position location: | Cambridge |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To provide excellent customer service from the preparation, presentation and service of food and beverages to the client & Sodexo’s satisfaction. |

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| **2. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Continuously working to high quality of service delivery
* Adapt to different service needs for a range of customers
* Working in a fast-paced environment and working effectively to delivery 5-star customer satisfaction
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide an efficient and friendly 5-star service to customers in all areas of the catering department
* To ensure that food is presented and served in a clean, hygienic environment
* To assist at service times by serving the customer at the counter as directed, to the Company's standard
* To complete all necessary sales controls and documentation for each service
* To communicate well with customers and demonstrate a helpful attitude at all times
* To undertake all front of house aspects cleaning equipment to the Company’s standard according to the cleaning rota or as directed
* To ensure tables and accompaniments are kept as clean as is reasonably practicable and adequately stocked during service times and relay as required
* Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures
* Maintain levels of stock to the agreed establishment targets
* To load service counters as and when directed and to ensure sufficient supplies throughout the service period
* Check deliveries and temperatures on delivery, also record food temperatures during service temperatures
* Operate till during service periods
* To fulfil any reasonable management request
* To attend/receive any job-related training as required
* To assist at any special functions, some of which may occur outside working hours
* To report any customer complaints or compliments and take some remedial action if at all possible
* To report immediately any incidents of accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate or possible
* To provide cover in other areas during periods of holidays and sickness
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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff
* Service delivery to the standard detailed in the contract SLA as a minimum
* Service development and continuous improvement via planned and communicated plan
* Positive customer satisfaction and relationship
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proactive
* Resilient
* Working with others
* Good listener
* Reliable and trustworthy
* Can-do attitude
* A Hands On approach
* Excellent attention to detail
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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Proven experience in working within a catering environment
* Experienced in adhering to and driving company initiatives
* Personal innovation and passion for food and service
* Demonstrative customer focus and service skills
* Experience working in a standards /compliance environment
* Relevant craft and H&S qualifications and training (desirable)
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| 7. Management Approval – To be completed by document owner |
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| Version | 2 | Date | February 2021 |
| Document Owner | Jessica Hamill |

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**Employee Signature ………………………………………………………….. Date…………………………………………………**