

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