

Job Description:
Food Services Assistant

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| Function: | Operational |
| Position:  | Food Service Assistant |
| Job holder: |  |
| Date: |  |
| Immediate manager  |  |
| Additional reporting line to: | Food Services Manager |
| Position location: | Pegasus Club  |
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| 1. Purpose of the Job  |
| To provide excellent customer service to our clients at all times. This will include some minor food preparation and cooking as well as bar service and use of an EPOS till.  |

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| 2. Dimensions |
| Revenue FY16/17: |  | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

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| 3. Organisation chart  |
| Food Services Manager↓Club Manager↓Food Service Assistant |

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| 4. Context and main issues  |
| As a Food Service Assistant, you will be customer facing and representing Sodexo on a daily basis. You will be expected to communicate with our customers in a professional and approachable manner.Your role will require you to use EPOS tills as well as complete minor food cooking and preparation tasks and serve drinks. You will also be required to complete various cleaning tasks in line with cleaning schedules. You will be required to work mainly evening and weekend shifts on a rota basis.  |

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| 5. Main assignments  |
| * Complete work/cleaning schedules as instructed.
* Provide a first point of contact to our customers dealing with queries and minor customer complaints in a polite and professional manner.
* Escalate more serious complaints to the Club Manager as soon as possible.
* Ensure clean as you go (CAYG) is practised at all times.
* Assist customers where needed.
* Ensure that all relevant POS is displayed, has the correct price point and is in line with brand standards at all times.
* Continue to develop one’s own skills and knowledge within the position.
* Complete all Company training as instructed.
* Carry out any reasonable request from a member of the management team.
* Ensure the correct use, storage and control of machinery, equipment, cleaning materials and chemicals, following safe systems of work at all times in line with company policy and procedure.
* Immediately report any equipment/building defects to the Club Manager.
* Adhere to the uniform and personal hygiene policy at all times.
* Comply with all company policies at all times.
* Adhere to clock in/out procedures.
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| 6. Accountabilities  |
| * Cleanliness and hygiene standards of your work area.
* Reporting of accidents and near misses to a Supervisor or designated person.
* Effectively communication with all colleagues and customers.
* Reporting all Food Safety concerns and incidents to a Supervisor.
* Brand Ambassador for Sodexo.
* Increase company profit through suggestive selling and menu knowledge.
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| 7. Person Specification  |
| Essential* Excellent verbal communication skills.
* Able to work on own initiative within a team environment.
* Excellent personal presentation.
* Outstanding customer service skills.

Desirable* Proven track record of employment within the catering/hospitality/retail industry.
* Basic food hygiene qualification.
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| 8. Competencies  |
| * Innovation & Change
* Brand Notoriety
* Growth, Client and Customer Satisfaction, Quality of Services Provided
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| 9. Management Approval  |
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| Version | 1 | Date | 07/12/16 |
| Document Owner | Paul Duffield |

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| 10. Employee Confirmation |
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| Signed: |  | Date: |  |

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