JoB description

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| --- | --- | --- | --- |
| Position Title | Costa Team Leader  | Department | Operational |
| Generic Job Title |  | Segment | Defence |
| Team Band | Unbanded | Location | Colchester Garrison |
| Reports to | Centre Manager | Office / Unit name | Browning Diner |

## ORGANISATION StRUCTURE

Centre manager

 Costa Team Leader

Head of Talent

Costa Supervisor

#### Job Purpose

* To deliver Service Excellence and Customer care to your customers and clients
* To supervise and motivate the team through training as directed by your line manager
* Continually monitor standards and practices ensuring they are maintained at the highest level

#### Accountabilities or “what you have to do”

* To allocate work/cleaning schedules ensuring efficiency is maximised
* To ensure the correct use, storage and control of machinery , equipment, cleaning materials

and chemicals by the team: following safe systems of work at all times in line with company policy and procedure.

* To complete minor food preparation tasks where necessary, assist with food service
* To immediately report any equipment/building defects.
* To adhere to all cleaning tasks and ensure cleaning standards are achieved, to include all tasks as listed on the cleaning schedule.

To lay and clear tables, prepare condiments and recover the crockery, cutlery and glassware to the plate wash area.

* To efficiently train, instruct and manage the team in delivery of food services and associated tasks
* To support all departments of the unit to ensure high standards are delivered within the correct timeframes
* Ensure all staff adheres to the uniform and personal hygiene policy detailed within the company induction pack
* Ensure staff compliance to all cash, keys, stock, premise, security policy and procedure. Reporting any deficiencies as identified immediately to Centre Manager or deputy
* To ensure all cash registers have adequate floats, current pricing programmes, and staff operating them are correctly trained in the use and the cash handling policy and procedure.
* To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints informing Centre Manager or deputy at the first opportunity.
* To attend daily briefings with the team to ensure a clear information exchange as per pre and post brief procedures
* To ensure all food service areas are cleaned down directly after service and all preparation for the following service is completed
* To expedite a quick, trouble free passage through the customer journey, assisting where required
* To ensure all pricing is displayed and correct, and to identify areas of saving, sales and increased profitability
* Identify and deliver (where appropriate) any need for staff training and development, recording and maintaining records of this within learning records and personnel files. Reporting poor performance and HR issues to Centre Manager or deputy, in a timely manner.
* To ensure all staff compliance to the Health and Safety, Food Safety and COSHH regulations and Company policies and procedures
* To ensure all staff adhere to booking in and out procedure and maintain effective records
* To ensure adherence to and maintain the Company Quality Management System.
* Carry out training to the team as required
* To compile and submit food and chemical orders.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Maintain cleanliness and hygiene standards of the areas of responsibility and ensure high standards of personal presentation of the team
* Communicate effectively with line manager, team and client
* Meet all Health and Safety, Food safety and COSHH regulations pertinent to your position
* Employee engagement and IIP
* To be a Brand Ambassador for Sodexo

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication.
* Knowledge of health and Safety and Food Safety.
* Able to work on own initiative within the team environment.
* Able to demonstrate attention to detail and adherence to standards.

Desirable

* IOSH and CIEH qualifications or equivalent
* Proven track record of employment within the catering/hospitality industry

#### Contextual or other information

* Travel and overnight stay may be required to undertake training and other business requirements
* May be required to work unsociable hours in line with business requirements
* Flexibility to work schedule will be required at all times

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| I can confirm I have read the full content of my job description and understand the requirements of this role:  |
| Employee Signature:  |
| Date:  |
| Please return to sender with any associated documentation  |

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| Version | V1 | Date | 17/05/17 |
| Document owner | Oliver Smith  |