

Job Description:
Food Services Assistant

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| Function: | Operational |
| Position:  | Food Service Assistant |
| Job holder: | *Employee’s name to go here* |
| Date: | *Employee’s start date to go here* |
| Immediate manager  | TBC |
| Additional reporting line to: | Michael Silk |
| Position location: | Colchester - Montgomery |
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| 1. Purpose of the Job  |
| Are you a friendly, approachable and sociable character? Would you like the security of working for one of the world’s largest employers? Do you want the comfort of not having to work split shifts, late nights and every weekend? Are you passionate about excellent customer service? If you answered yes to all of these then you could be exactly who we are looking for.Working within the largest integrated catering, retail and leisure facility on Merville Barracks, home to the British Army’s rapid response brigade and delivering the largest food offer across the entire Defence contract, your main role is to deliver an outstanding service to every customer every time. Being an active part of a large team of Chefs, Kitchen Porters, Coffee Shop Retail Assistants and Retail Assistants you will play a crucial role in achieving Sodexo’s mission statement of being a world leader in quality of life services.  |

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| 2. Dimensions |
| Revenue FY14/15: | £873k | 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  |
| Centre Manager↓Team Leader↓Supervisor↓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 helping to create a home away from home for our soldiers. Your role will require you to use EPOS tills as well as complete minor food cooking and preparation tasks and serve behind hotplates. You will also be required to complete various cleaning tasks in line with cleaning schedules.  |

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| 5. Main assignments  |
| * Complete work/cleaning schedules as instructed.
* Assist with food service by cooking/preparing simple dishes such as omelettes, hot salads and baguettes.
* Support the KP team by clearing tables, and taking cutlery, crockery etc. to the plate wash area.
* Ensure all condiment bars are fully stocked at all times and report any stock requirements to a Supervisor.
* 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 Duty Supervisor 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 a Supervisor.
* Support all departments of the unit to ensure all aspects of the SSS are delivered at all times.
* 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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| Document Owner | Michael Silk |

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

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