

Job Description:
Food Services Assistant

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| Function: | Operational |
| Position:  | Food Service Assistant |
| Job holder: |  |
| Date: |  |
| Immediate manager  | Chloe Fisher – Team Leader |
| Additional reporting line to: | Michael Silk - Centre Manager |
| Position location: | Colchester - Montgomery |
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| 1. Purpose of the Job  |
| Are you a friendly, approachable and sociable character? Would 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. Your role will require you to use EPOS tills as well as complete minor food cooking and preparation tasks and serve behind hotplates. Interacting with our customers is a key part of your role as well as general cleaning and Centre maintenance and admin tasks.  |

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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  |
| * To 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.
* To immediately report any equipment/building defects to your line manager.
* To support all departments of the unit to ensure a high standards are delivered within correct timeframes.
* Adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
* Comply with Company policies and procedures at all times.
* To comply with the Health and Safety at Work Act, Food Safety Act and COSHH regulations.
* To adhere to clock in/out procedures.
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| 5. Main assignments  |
| * To complete work/cleaning schedules ensuring efficiency is maximised.
* Communicate order requirements to the line manager.
* To complete minor food preparation tasks as instructed and where necessary, assist with food service.
* To clear tables, prepare condiments and recover the crockery, cutlery and glassware to the plate wash area.
* To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints, informing the Front of House Team Leader at the first opportunity.
* To ensure all food service areas are cleaned down directly after usage and all preparation for the following service is completed.
* To expedite a quick, trouble free passage through the customer journey, assisting where needed.
* To ensure all pricing is displayed and correct, and to identify areas of savings, sales and increased profitability.
* To continue to develop one’s own skills and knowledge within the position.
* To complete all Company training as instructed.
* To carry out any reasonable request of a member of the management team.
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| 6. Accountabilities  |
| * Maintain cleanliness and hygiene standards of the areas of responsibility and ensure high standards of personal presentation.
* Communicate effectively with the line manager, team and client.
* Meet all Health and Safety, Food Safety and COSHH regulations pertinent to your position.
* To be a Brand Ambassador for Sodexo
* Increase company profit through suggestive selling and menu knowledge
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| 7. Person Specification  |
| Essential* Good communication skills; must be able to demonstrate effective verbal communication.
* Able to work on own initiative within a team environment.
* Able to demonstrate attention to detail and adherence to standards.

Desirable* Proven track record of employment within the catering/hospitality industry.
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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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