

Job Description:   
Front of house team leader

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| Function: | Operational | |
| Position: | Food Service Team Leader | |
| Job holder: | *Employee’s name to go here* | |
| Date: | *Employee’s start date to go here* | |
| Immediate manager | Oliver Smith | |
| Additional reporting line to: | Alasdair Cairns | |
| Position location: | Colchester – Browning | |
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| 1. Purpose of the Job | | |
| Are you a friendly, approachable and sociable character with a desire to lead? 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.  As a natural leader and customer focussed individual, you will play an active role in a large team of Chefs, Kitchen Porters, Coffee Shop Assistants and Retail Assistants. You will be critical 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 Team Leader, 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 administrative tasks required to lead a team of around 7 FSAs.  As a Team Leader, you will be an ambassador and role model of service excellence for your team and those around you. You will lead and inspire you team on a daily basis including being front of house during core service times, ensuring that the customer journey is in line with the SSS. |

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| 5. Main assignments |
| * Deputise for the Centre Manager in their absence. * Manage the completion of work/cleaning tasks as required. * 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 the Head Chef. * Provide a first point of contact to our customers dealing with all queries and customer complaints in a polite and professional manner. * Escalate all serious complaints to the Centre Manager as soon as possible. * Ensure clean as you go (CAYG) is practised at all times. * Assist customers where needed and encourage your team to do the same. * 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 and support your team with theirs. * Carry out any reasonable request from a member of the senior 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 help desk. * Support all departments of the unit to ensure all aspects of the SSS are delivered at all times. * Manage adherence of the uniform and personal hygiene policy at all times. * Ensure your team comply with all company policies at all times. * Adhere to clock in/out procedures and ensure you team do as well. * Ensure that your team are adhering to ROL recipes and portion sizing. * Encourage your team to minimise food wastage at all times. * All company documents to be completed and with integrity and signed off by you weekly. * Cascade information from huddles down to your team to improve engagement and operations. * Manage your team’s compliance with company cash and banking procedures. * Complete people admin tasks such as PDRs, RTWs etc. * Carry out investigations in line with company disciplinary, capability and grievance policy. |

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| 6. Accountabilities |
| * Cleanliness and hygiene standards of the Centre. * Reporting of accidents and near misses. * Effective communication with all colleagues and customers. * Reporting all Food Safety concerns and incidents. * Brand Ambassador for Sodexo. * Increase company profit through suggestive selling and menu knowledge. * Complaint management. * Employee engagement and IIP (focus on five) * Staff performance. |

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| 7. Person Specification |
| Essential   * Ability to lead and manage a team. * 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. * Knowledge and understanding of Microsoft packages such as Word, Excel and Outlook. |

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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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| 10. Employee Confirmation |
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