



MAIN OBJECTIVE...

To deliver excellent customer service in order maintain and improve the overall customer experience.

To support the Café Manager with the general day to day running of Cafe.

To have a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership.

KEY PERFORMANCE INDICATORS...

- Sales performance across café and deli.
- Mystery Shopping results – Providing outstanding customer service.
- Look and feel of the café counters.

ACCOUNTABLE FOR....

LEAD BY EXAMPLE

- Display excellent customer service, creating a warm and inviting atmosphere for customers, at the till, on the deli, in the café and store areas.
- Arrive for all shifts on time and organised.
- Treat your team members with respect.
- Have a positive 'we can do this' attitude.
- To be presentable.

FOOD PREPARATION AND DELI DISPLAY

- Daily tasks will include making hot drinks, fresh juices, and preparation and delivery of breakfast and lunch menu.
- Take pride in all areas of food display and presentation.
- Follow Food Health and Safety guidelines to the highest standard.

STANDARDS

- Maintain high visual standards to create a sense of pride.
- Daily/weekly checklists must be completed, under supervision of Café Manager.
- Ensure efficient ordering, receipt and management of stock, including monthly stock takes.
- To manage the cleanliness and hygiene of the café.

SUPPORTING YOUR MANAGER

- To be flexible over 7 days trading. To support the needs of the growing business.
- To be able to open and close the store securely when required (training will be provided).
- To be able to open and close a till efficiently when required (training will be provided).
- To ensure the staffing areas are clean.

I (NAME), can confirm I have read and understood what is expected of a Café Assistant at Better Food.

Employee SignatureDate.....