

JOB DESCRIPTION

JOB DETAILS

Job Title: Front of House Team Member

Reports to: Front of House Team Leader

Job Holder:

Date: July 2015

JOB PURPOSE

To ensure that the shop counter displays Hummingbird's product range to a consistently excellent standard of presentation in accordance with quality control standards. To serve customers and, where appropriate, to up-sell, whilst maintaining the highest level of friendly, personable service that makes shopping at Hummingbird a genuinely pleasurable experience for our customers.

KNOWLEDGE, SKILLS, EXPERIENCE & KEY COMPETENCIES REQUIRED

- Experience of working in an artisan luxury retail environment, preferably food retail;
- Good basic standard of literacy and numeracy;
- Good basic working knowledge of food hygiene legislation; a formal food hygiene qualification at level 1 would be an advantage;
- Excellent customer facing skills with good verbal communication and the confidence and ability to establish a rapport with customers;
- Good basic command of spoken and written English; able to communicate effectively with customers and with management and colleagues, many of whom do not have English as their first language. Able to understand written instructions in English;
- Team player with the ability and willingness to work collaboratively and professionally with colleagues at all levels both within the branch and throughout the company;

MAIN RESPONSIBILITIES

Customer service

- To personally provide a consistently excellent standard of customer service at all times. To greet customers with a smile and to engage with them, providing accurate information about the choice of products on sale that day, including any 'specials'. To offer suggestions, if the customer asks, and to sell and up-sell to meet or exceed the branch's sales target;
- To set up the shop each day, working with colleagues to stock the counter, ensuring that the products are displayed attractively, are decorated to company standard and in accordance with Hummingbird's policy and procedure;
- To keep the presentation of the front of house area immaculate and attractive. To clear and clean tables and surfaces, as required, and at frequent intervals throughout the working day;
- To make up packaging boxes for purchases that the customer is taking away;
- To prepare and serve beverages to customers;
- Working collaboratively the kitchen team to replenish the counter as products sell, to avoid potential lost sales because an item(s) has sold out;
- To comply with Hummingbird's protocols for cash-handling, including use of the till;
- To acknowledge any customer complaints and refer them, as appropriate, to the Team Leader or to a member of the management team.

Food hygiene and health & safety

- To wear the uniform and any PPE provided, ensuring it is kept clean and presentable at all times;
- Working with colleagues, to share responsibility for cleaning the front of house areas, including counters, seating areas and any outside area at frequent intervals throughout the day. To participate in the weekly deep clean of front of house areas;
- To comply with the company's health and safety, food hygiene and food handling procedures front of house at all times. To complete all relevant paperwork that is their responsibility that day, for example the cleaning rota and opening/closing checklists, are completed and signed off for example, the four hour rule ;
- To use all equipment and machinery in the correct manner, in compliance with both company procedure and safe systems of work, and any manufacturer's instructions. To report any faulty or damaged equipment and/or any potential hazards immediately to a member of the management team;

General

- To report for work on time in accordance with the staffing roster; to adhere to the correct notification procedure if likely to be unavoidably absent or late that day;
- To complete a time sheet promptly, accurately and in full at the end of every shift and to submit it to the management team;
- To attend and participate proactively in the monthly FOH meeting and quarterly branch staff meeting; to actively give feedback, to raise any issues and to contribute ideas and suggestions that may enhance the branch's performance;
- To undertake any other reasonable duty as required by the Company.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Colleagues within the branch and within Head Office and other branches
- Customers

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Manager's Signature:

Date: