

JOB DESCRIPTION

DEPARTMENT: Coffee Revolution, Social Enterprise, Sheffield Students' Union

REPORTING TO: Coffee Revolution Outlet Manager, Assistant Outlet Manager, Flex Supervisors

PURPOSE OF
ROLE: To serve food and drinks to customers and assist in the smooth and efficient running of Coffee Revolution, working with all members of the team to ensure a positive customer experience and contribute to achieving outlet goals

KEY RESPONSIBILITIES

Main Responsibilities	Key Results
Deliver outstanding levels of customer service at all times	<ol style="list-style-type: none"> 1. Ensure a positive customer experience 2. Good customer feedback and receiving repeat custom 3. Customer service queries are resolved appropriately and effectively
Contribute to maintaining excellent levels of cleanliness in the outlet at all times	<ol style="list-style-type: none"> 1. Team members proactively seek out and contribute to all tasks 2. Staff are committed to ensuring all due diligence is carried out
Ensure full commitment in complying with Health & Safety regulations as well as Food Hygiene & Allergen policies	<ol style="list-style-type: none"> 1. High standards of Health & Safety are maintained in the outlet 2. Food and drink served is safe for consumption and due diligence is carried out 3. Any customers with allergies are assisted and informed appropriately and correctly
Be receptive to feedback and ensure commitment to training guidelines in place	<ol style="list-style-type: none"> 1. Staff member is committed to their personal development and progression

	2. Staff members follow guidelines, protocols and procedures to ensure high standards are met
Communicate and work effectively with managers, supervisors and all other members of the team	<ol style="list-style-type: none"> 1. Cohesive and strong staff team 2. A positive work environment 3. Service is carried out effectively
Maintain excellent knowledge of products and offers available, communicating these to customers	<ol style="list-style-type: none"> 1. Staff commit to and ensure excellent presentation and quality standards are met at all times when serving food and drinks 2. Staff engage with offers and new product lines, communicating these to customers to contribute to outlet's financial goals
Ensure stock is rotated and replenished in accordance with outlet procedures to ensure service runs smoothly	<ol style="list-style-type: none"> 1. Staff proactively seek out tasks 2. Stock is used in the correct order, preventing wastage and contributing to outlet financial goals 3. Outlet is sufficiently prepared for busy days of trade
Remain open to changes and new ideas and contribute to suggesting improvements	<ol style="list-style-type: none"> 1. Staff team support and help ensure outlet's continuous development
Such other duties as may be reasonably prescribed, appropriate to the grade and responsibilities of this post	

PERSON SPECIFICATION

		Essential / Desirable
Experience		
1	Previous experience in a customer service environment	D
2	Previous experience working effectively as a team	E
Attitude		
3	Friendly, polite, and courteous	E
4	A positive attitude and approach	E
Personal Skills		
5	Excellent communication skills	E
6	Organised, punctual, and reliable	E
Additional Requirements		
7	Professional and presentable appearance with good hygiene	E