

JOB DESCRIPTION

Job Title:	Cafés Shift Leader
Department / Unit:	Commercial Services – Conferences & Catering
Grade:	RHUL 3
Accountable to:	Assistant Manager / Team Leader
Accountable for:	Catering Assistants / Baristas / Bar Staff
Purpose of the Post	
To assist with the supervision of the team and service with the catering department to ensure that the best customer experience is given to all of our customers.	
Key Tasks	
<p>Role Specifics</p> <p>The catering shift leader will supervise the catering assistant on each shift in serving customers, food, soft drinks, hot drinks and/or alcoholic drinks, dependent upon the catering outlet based in. This will be directed by the line manager, as per the established standards and procedures.</p> <p>Use EPOS tills for ordering and cash handling, including float checks and cashing up.</p> <p>Ensure all Health and Safety legislation is followed.</p> <p>Provide excellent customer service to a diverse range of customers.</p> <p>Liaise and support management team when required.</p>	
<p>Leadership/Management/Supervision</p> <ul style="list-style-type: none"> • Contribute to the development and maintenance of the policies, procedures and operational standards • Contribute to the development and maintenance in standards of customer service; this is to include training and the upkeep of records. • At the end of every shift ensure that all cleaning and restocking has taken place as required in the allocated work area. 	
<p>Strategic/Tactical/Operational</p> <ul style="list-style-type: none"> • Assist with the preparation of any area, dining hall or outlet including areas for special events, conferences and exhibitions that are to be used for providing any catering service • Have complete product knowledge of the items within the catering outlet, assisting customers with their food choice including information on food allergens and dietary requirements 	

Financial

- Operate the till and take cash or debit / credit cards, ensuring adequate change is maintained throughout the day. Undertake float checks and cashing up
- Ensure all stock control and recording systems are maintained as per established operational standards and procedures and assist in monthly stock take as directed by the line manager
- Ensure all stock control and recording systems are maintained and assist in monthly stock take, as necessary
- Check in deliveries as required ensuring goods are as listed and suitable for sale, ensuring stock rotation to keep wastage to a minimum
- Place orders with suppliers as directed by the line manager

Legislative/Compliance

- Comply with all health & safety regulations and safe systems of work taking remedial action, as necessary
- Attend all training as required including all mandatory and yearly refreshers
- Report any defects in any equipment or facilities to the line manager
- Reading and recording of refrigerator, cold display cabinets; identifying remedial action as necessary.

Customer Focus

- Develop a welcoming environment to enhance the student and customer experience; assisting with training and development of catering assistants directed by the line manager
- Deal sympathetically, promptly and professionally with all comments or complaints; dealing with confidential information as necessary
- Conduct daily shift briefings

Administration

- Checking and authorising the recording of fridge and food temperature in the hygiene books
- Checking and authorising hygiene and cleaning checklists, reporting any concerns to the line manager
- Completion of allergen data sheets
- Printing of menu cards and pricing labels

Demands of the Role

- Arrive at work in good time for the start of shift and dressed according to uniform guidelines to maintain due diligence
- This is a hands on role so a certain degree of bending, stretching, twisting and constant movement is required with the ability to work at a quick pace
- A high level of flexibility is required to cover changes in services, dependant on business levels and requirements
- A clean driver's licence is preferred

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Customers (student, staff and visitors)
- Conference & Catering Colleagues
- Environmental Health Supervisor
- Commercial Services Colleagues
- Royal Holloway Estates and Maintenance engineers / contractors
- External maintenance engineers / contractors
- External Suppliers
- Delivery Companies