

## Job Description



<b>Job Title:</b>	Team Member
<b>Reporting to:</b>	Unit Manager / Assistant Unit Manager
<b>Direct Reports:</b>	None
<b>Department:</b>	Operations
<b>Location:</b>	Site based location

### Job Summary

Working within the site team the role is responsible for ensuring sales are maximised by providing gold standard customer service to all of our customers and ensuring adequate amounts of merchandising, food and drink are available at all times. Supporting the Unit Manager/Assistant Unit Manager in the delivery of set Key Performance Indicators (KPI) targets within the unit. The duties will include working front and back of house as required and guided by the manager on duty while adhering to all company and brand standards

### Key Relationships

Site Director / Operations Manager Unit Manager / Assistant Unit Manager Site Management Team Supervisors and Team Members	Senior Site Management Line Manager Key Stakeholders Colleagues
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### Job Responsibilities

The key responsibilities for the role are split out below into each of the core Roadchef factors.

#### Communication Responsibilities

- Acknowledge all customers in a polite and friendly manner and remain positive during all customer interactions.
- Verbally greet/acknowledge all customers, say please and thank you when interacting with customers and give a parting pleasantry when customers leave.
- Demonstrate positive body language to colleagues and customers.
- Recommend an appropriate additional product, service or promotion to every individual customer.
- Communicate with fellow team members and management in a constructive and appropriate manner.

#### Problem Solving Responsibilities

- Deal effectively with customer issues and escalate to a supervisor or manager as appropriate.
- Ensure that if untidy areas are seen they get tidied including toilets, bins and outside areas.

#### Leadership Responsibilities

- Share skills and knowledge openly with others and support others to aid a successful shift.
- Be punctual at all times and attend all scheduled shifts.
- Maintain uniform standards in accordance with your department/brand and set a good example for others.

## **Autonomy and Decision Making Responsibilities**

- Put forward ideas and suggestions for improvements.

## **Other Job Holders Responsibilities**

### **Operational Delivery**

- Maintain high standards of product following the brands guideline lines and procedures.

### **Customer Focus**

- Ensure excellent customer service is delivered to all customers visiting Roadchef.

**Team Members may take on specialist roles within the team and additional responsibilities within these are shown below.**

### **Cashier**

- Ensure attention to detail and accuracy.
- Ensure all cash procedures are followed at all times.
- Maintain security and confidentiality of personal till codes.
- Report any incidents or anomalies during the shift to the supervisor/manager.

### **Front Counter Server / Plater / Barista**

- Ensure all food and drinks served to customers meets brand standards of presentation and quality.
- Ensure front of house fridges, stands and impulse baskets are fully stocked and date rotated.
- Ensure Health and Food Safety procedures are adhered to and all Health and Safety paperwork is completed correctly.
- Communicate effectively with others to ensure stock levels are maintained and queues managed efficiently.
- Carry out table service where appropriate.

### **Cook**

- Ensure the food cooked is to brand standards and to product specification as detailed in the brand manual.
- Ensure all food cooked meets the correct standards of quality.
- Ensure Health & Food Safety procedures are adhered to and all Health and Safety paperwork is completed correctly.
- Maintain stock levels in the hot counter by communicating regularly with the front counter team.

### **Hotel team member**

- Ensure attention to detail, brand compliance and accuracy when completing guest reservations and check-ins.
- Carry out reception and housekeeping duties to company and brand standards.
- Complete room clean in 26 minutes.
- Report any maintenance issues to the manager.

### **Multi brand worker**

- To support the site management team to effectively manage queues by identifying opportunities to move between brands as trading patterns dictate and ensure customers are served promptly and efficiently.
- To observe the teams in action and identify when a unit team may be under pressure, due to customer volume and/or operational factors and actively move to support the identified unit to relieve the pressure.

### **Spans of control**

- Delivery against unit set KPI targets where appropriate

## Experience

- Able to work effectively in a team.
- Appreciates the differences in people and the diversity within the team.
- Willing and eager to learn and act on feedback.
- Able to put customer needs first to ensure they have the best possible customer experience.

**The activities within this role profile are not in priority order nor are they exhaustive and from time to time the role holder may be required to undertake other duties as deemed necessary by the line manager.**