

Role Profile

Job Title General Assistant

Responsible to

Location

Department

Work Level In-Unit Level

This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances, and you may be required to be flexible and perform other duties as required by your manager. It does not form part of your contract of employment.

Overall Purpose of the Role

To perform a variety of tasks associated with food production, front and back of house services and any general support required with due regard to all Health & Safety and Food Safety regulations. To perform general duties which support the efficient running of a contract or unit in line with contractual requirements.

Key Responsibilities

Duties/Tasks

Measures

Customer and Client Satisfaction:

- | | |
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| <ul style="list-style-type: none"> • To be polite, professional and friendly at all times with customers, clients and colleagues • To ensure the highest level of customer care is adhered to at all times • To demonstrate a can-do attitude towards individual customer requests and strive to exceed customer expectations • To maximise all sales opportunities through selling techniques • To adhere to cash handling procedures, where applicable • To acquire a good knowledge of all products in order to be able to advise individual customers on their product choice • To actively gain customer feedback, passing information gained onto your line manager. | <ul style="list-style-type: none"> • Positive Customer and Client Feedback • Maintain a professional image • Queue times are minimised • Increase sales |
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Market Leadership

- To always look out for opportunities to develop our service
- As part of our commitment for continuous improvement and innovation, all colleagues are encouraged to seek ways to improve work activities and promote efficiency
- To prepare, produce and serve food to the brand standard applicable to the site/ unit
- Successful Brand Audit results
- Communicate and record sales leads
- Marketing and promotions information is communicated appropriately

Preferred Employer

- Be prepared to assist colleagues in a willing and positive manner including assisting with other duties as required
- Be prepared to attend all relevant training sessions and meetings
- To promote Compass Group and maintain a positive company image
- Can do attitude
- 100% attendance and implementation of skills learned

Operational Excellence

- To make sure you are aware of, and meet the legal and Company requirements for fire, safety, health and hygiene
- To report health and safety issues to your line manager, including all accidents and near misses
- To promote good safety habits and methods of work
- To assist in all food production areas with basic food preparation in accordance with menu cycle requirements
- Ensure that the correct service equipment and menu accompaniments are available prior to service.
- To serve customers with hot and cold food and beverages during service times in line with unit policy, using correct equipment
- Inform Chef/manager in advance of any menu shortages in order to ensure a quick and efficient service and to keep queues to a minimum.
- To ensure all displays, counters and seating areas comply with company and statutory health and hygiene requirements
- To assist in the preparation of hospitality as required
- To clean all work areas during and after use and remove all waste to the appropriate area
- To observe and comply with all company and unit procedures relating to cash handling and security, reporting any issues to the catering manager.
- When involved in till duties be aware of daily menu content and any changes in the tariff.
- To maintain company and statutory records as required and to report any variance
- To receive stock, store and check for quality and quantity; ensuring that all stock is dated and rotated and that all areas are fully stocked.
- Assist in the kitchen and pot wash area when necessary
- To be competent in all service areas in order to assist colleagues when required.
- To operate machinery as shown and trained to do so,
- Adhering to and awareness of Compass Environmental policy and procedures
- Delivery records are checked and any errors communicated
- Cleaning schedules are maintained and accurate
- Stock checks are accurate and completed regularly
- Equipment maintenance records are up to date
- All Company / client policies and procedures are adhered to.
- Wastage is minimal
- Profit protection audit score is positive

ensuring that the equipment is used safely and in accordance with current regulations and company policies

Health & Safety

- Complete the One Compass Welcome prior to the commencement of employment.
- Receive, read and understand the contents of the Employee Guide to Working with Compass
- Taking reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
- Co-operate with your line manager on HSE matters.
- Correctly using work equipment, personal protective equipment in accordance with training and instructions provided.
- Not interfere with or mis-use anything provided for HSE purposes.
- Report HSE hazards, accidents, incidents, illness and diseases to your line manager.
- Complete Level 2 HSE e-learning “Working Safely” (and Working Safely with Food, if appropriate) within 20 weeks of commencing employment.

My Service Commitments

To my customers and clients

- I have positive and lasting relationships with all my customers and clients
- I act on customer requests and anticipate their needs
- I take every opportunity to improve my customer’s and client’s experience
- I take responsibility for resolving customer and client issues

To myself

- I take pride in my appearance
- I demonstrate a positive attitude and behave appropriately
- I take the opportunity to continuously learn and grow

To my team

- I create an environment of fun and teamwork
- I ensure uncompromising standards of cleanliness, creating a safe workplace
- I understand that I may be requested to be flexible in my working environment to suit business requirements
- **To my Company**
- I am proud to represent and be part of Compass
- I am committed to delivering the best levels of service I can, to help Compass deliver its service promise
- I am committed to the One Compass philosophy
- I adhere to the company handbook

Person Specification

- Is passionate about delivering a world class service to our clients and customers
- Is able to work as a team but also willing to act on their own initiative
- Acts with honesty and integrity

Essential

- Good communication skills in order to be able to liaise with a wide range of visitors to your work area
- Be able to comply with legislation and follow all rules and regulation laid down in the staff handbook and unit policy statements, with regard to uniform, personal hygiene, health and safety.
- CRB if applicable
- Security checked if applicable, SIA, Credit check, depending on the role you carry out.
- Customer service focused
- Team player and can-do attitude
- Takes pride in personal appearance and hygiene
- Self motivated and able to use own initiative
- Ability to work under pressure whilst maintaining a positive attitude

Desirable

- Experience of working in an environment where there are peaks and troughs in demand during service times
- Experience of working in environments involving high levels of customer care
- NVQ Level 2 or equivalent in relevant area

Equipment Requirements

- Where Uniform and PPE are supplied, must be worn as per company/client requirements

Learning & Development Requirements

- Completion of One Compass Welcome Induction Programme and on-site induction
- Completion of Compass' e-learning in basic health & safety and food safety training gained within first 6 months
- Completion of company and unit specific training
- COSHH Training

Colleague Confirmation

Please sign and print name below to confirm receipt of your job description

Colleague signature:

Print Name:

Manager signature:

Date:



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